

# LOUISIANA CRISIS RESPONSE SYSTEM

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## MOBILE CRISIS RESPONSE (MCR)

- A mobile service available as an initial intervention for individuals in a self-identified crisis
- Teams go to the individual where they are located in the community



## BEHAVIORAL HEALTH CRISIS CARE (BHCC)

- Facility based services that operate as a walk-in center with a home-like environment
- Provides short-term crisis intervention for up to twenty-three (23) hours

## COMMUNITY BRIEF CRISIS SUPPORT (CBCS)

- A face-to-face ongoing crisis intervention response
- Designed to provide stabilization and support in the community after the initial intervention by Mobile Crisis Response or Behavioral Health Crisis Care



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### FOR INDIVIDUALS ENROLLED WITH AETNA BETTER HEALTH WHO ARE:

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1. 21 years of age and older, AND
  2. Experiencing emotional distress and would benefit from crisis response from trained practitioners to get the supports needed to resolve the crisis and stay in the community, AND
  3. Not already on a legal commitment; not authorized for and receiving crisis care through Community Psychiatric Support and Treatment (CPST), Psychosocial Rehabilitation (PSR), or Assertive Community Treatment (ACT) services; and able to voluntarily participate in services
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## ACCESSING SERVICES

Contact **Aetna Better Health's** 24-hour behavioral health crisis line: **1-833-491-1094**

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## CURRENT SERVICES IN GREATER NEW ORLEANS (REGION 1)

- (Orleans, Plaquemines and St. Bernard parishes)
- Provided by Resources for Human Development, Inc.
  - **Mobile Crisis Response:** 8 a.m.-5 p.m. Monday-Friday
  - **Community Brief Crisis Support:** Available as needed after Mobile Crisis Response