

# S T A R K C O U N T Y MOBILE RESPONSE

Family Argument // Parental Struggles // Concerns for a Neighbor // Isolation // + More

HELP  
IS JUST  
A CALL  
AWAY

A  
YOUNG  
PERSON'S  
STORY WITH  
A SIMPLE  
SOLUTION

# HELP

WHEN YOU NEED IT MOST

 **COLEMAN**  
Professional Services

STARK COUNTY

  
Mobile  
Response Team

 STARK COUNTY  
Mental Health &  
Addiction Recovery



STARK COUNTY  
**Mental Health &  
Addiction Recovery**  
*StarkMHAR.org*

***StarkMHAR.org***

## How have you been feeling lately?

Feeling sad, down or empty?

Constantly worried or anxious?

Worried about drinking habits or substance use?

Experiencing mood swings from very high to very low?



**TAKE A QUIZ TODAY**

Take a short, confidential online quiz and  
find out more about local resources.

## What We Do

Stark County Mental Health & Addiction Recovery (StarkMHAR) believes in hope, wellness and recovery for everyone. To accomplish this vision, the mission of StarkMHAR is to support wellness and recovery through innovation in funding, collaboration, education and advocacy.

Take a quiz today  
***StarkMHAR.org***



STARK COUNTY  
**Mental  
Health &  
Addiction  
Recovery**



# What's your struggle?

## Coleman can help:

A nonprofit offering assessment, counseling, crisis intervention & case management in Stark County.

**Coleman Crisis Services - Walk-in or Call 24/7 - 330-452-6000**

2421 13th St. NW, Canton, OH 44798

- Crisis Helpline and Access to Services
- Crisis Stabilization Unit
- Opiate Hotline
- Mobile Response for Youth
- Mobile Response for Adults
- Project Dawn

Coleman serves Stark County's behavioral health and social service needs in these two additional locations:

400 Tuscarawas St. W, Suite 200  
Canton, OH 44702  
330-438-2400

1410 W. State St.  
Alliance, OH 44301  
330-823-6932

Fostering recovery • Building independence • Changing destinies  
[ColemanServices.org](http://ColemanServices.org)

Help us to help others in Stark County  
[colemanservices.org/donate](http://colemanservices.org/donate)

 **COLEMAN**  
*Professional Services*



121 Cleveland Avenue SW  
Canton, Ohio 44702  
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StarkMHAR.org

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# HERE FOR YOU

**A**s leaders of our respective organizations, we work hard every day to ensure that quality mental health and substance use disorder services are in place in the community and easily accessible when people need them. Stark County has many behavioral health resources available, and folks can access treatment by local professionals close to home. This magazine aims to tell you about a perfect example of what we mean by “close to home”—Stark County’s Mobile Response program.

**Did you know there is a specific team of counselors who specialize in the needs of our youth, waiting for your call? The team will come to your home, local schools, a workplace or anywhere else in the county—all accessed by dialing 330-452-6000.**

When a resident calls this number, he or she is connected to a member of the Mobile Response team, which is housed at the Coleman Crisis Center in Canton. That person determines what level of help is needed. In many cases, a team of one to two people is sent to the location of the caller to assist in resolving the situation and

planning next steps. (The average response time is 19 minutes.) The goal is always to diffuse any immediate concerns, inform and connect all involved to the resources that are available to them and follow up as needed. These services are provided regardless of a person’s ability to pay; the safety and wellbeing of Stark County families is the top priority.

We are writing today to tell you the Mobile Response teams are here for YOU. (While this magazine has a special focus on the Youth Mobile Response team, a similar team for adults can be accessed using the same number.)

**Please take a minute right now to add this contact to your phone:**

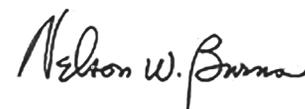
**Stark County Mobile Response (24/7/365):  
330-452-6000**

Sincerely,

**John Aller, StarkMHAR**



**Nelson Burns, Coleman Professional Services**





STARK COUNTY  
**Mental Health &  
Addiction Recovery**

# LEARN ABOUT STARK COUNTY MENTAL HEALTH & ADDICTION RECOVERY

A multifaceted county behavioral health board comprised of expert professionals, dedicated volunteers and concerned community leaders, Stark County Mental Health & Addiction Recovery (StarkMHAR) believes in hope, wellness and recovery for everyone.

To accomplish this vision, the mission of StarkMHAR is to support wellness and recovery through innovation in funding, collaboration, education and advocacy. StarkMHAR is empowered by the State of Ohio to plan, develop, fund, manage and evaluate community-based mental health and addiction services. Federal, state and local funds are utilized to ensure mental health and addiction prevention, treatment and recovery support services are available to individuals and families in Stark County.

StarkMHAR ensures the following services are available to anyone in Stark County:

- Crisis Hotline
- Crisis intervention
- Counseling
- Case management
- Medication management
- Prevention education
- Peer support

# GET TO KNOW COLEMAN PROFESSIONAL SERVICES



**C**oleman Professional Services is a nonprofit provider of behavioral health services in 10 Ohio counties. Coleman's mission is to improve the lives of people it serves, regardless of their ability to pay, by delivering mental health, substance use and residential and rehabilitation services, while engaging and empowering its employees through continuous learning and improvement. In Stark County, Coleman provides mental health, crisis, residential, employment and social services to the communities. Coleman has three locations in Stark County: 200 Tuscarawas Street W, Canton; 1410 W State Street, Alliance; and Coleman Crisis Services at 2421 13th Street NW, Canton.

Coleman's Mobile Response Team operates from the Coleman Crisis Ser-



**“WE HAVE BEEN RESILIENT IN BUILDING THE ORGANIZATION WE BELIEVE WILL BEST SERVE THE COMMUNITY.”**

–Michelle Allison-Smith

vices location on 13th Street NW.

Since taking over the Crisis Intervention and Recovery Center (CIRC) in August of 2018, Coleman Crisis Services has been busy upgrading, renovating and growing the staff of what is now Stark County's leading, most comprehensive crisis center.

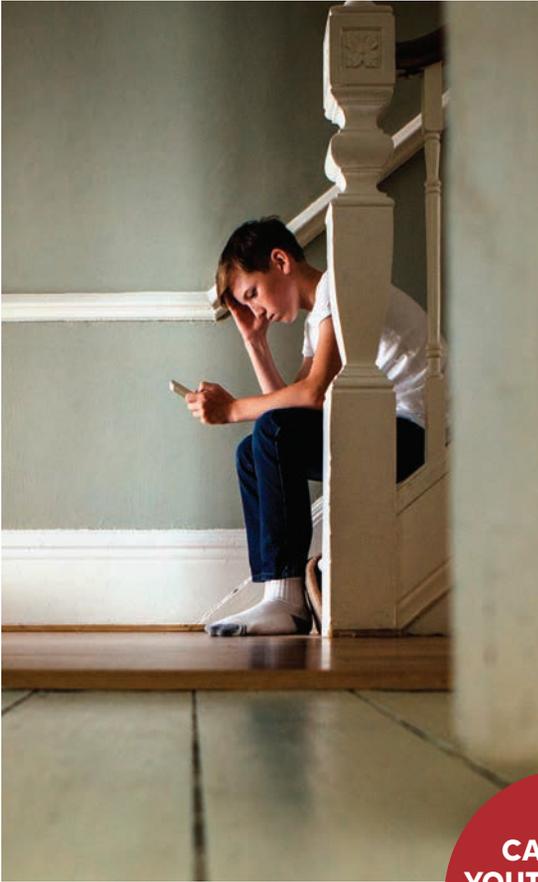
“We have been resilient in building the organization we believe will best serve the community,” says Michelle Allison-Smith, director of Coleman Crisis Services of Stark County. She adds, “Growth and teamwork have also been critical to the sustainability of services rendered.”





# YOUTH Mobile Response

**Intervention response services  
help youth right where they are**



**CALL FOR  
YOUTH MOBILE  
RESPONSE  
330-452-6000**



## >> WHAT DOES THE MOBILE YOUTH TEAM DO?

The Mobile Response Youth Program provides a rapid, culturally competent, trauma-informed mobile response, employing interventions for mental health and substance use disorders that are sensitive to the age-specific needs of preschool and school-age children and teenagers.

The Mobile Response Team is comprised of a team of professionals trained in crisis intervention, information and referral. The team will provide mobile behavioral health services to youth in the home, at school and in various other community settings.

**NOTE: If you have a school-based behavioral health service provider in your school building, they are your first contact.**

## >> HOW DOES IT WORK?

Call Stark County's Crisis Hotline at **330-452-6000**, anytime, day or night. Indicate your request for Mobile Response Youth Program services.

- Callers will not be asked to substantiate their need, or to meet pre-determined criteria, to qualify for Mobile Response Youth Program services.
- One to two Mobile Response Team members will respond to the location provided by the caller to address the behavioral health concern of the youth and coordinate appropriate next steps.

## >> WHEN TO CALL

Parents, caregivers and professionals can call Mobile Response based on their need for urgent intervention. All situations are considered valid.

In most cases where mental health and/or substance use is the main concern, a call to Mobile Response will provide a more desirable outcome than law enforcement or hospital interventions. **For more information on when to call Mobile Response for youth, see page 10.**

However, if a youth is experiencing the following, immediately contact emergency services such as 911:

- Overdose
- Other medical emergencies
- Suicide attempt/serious self-harm in progress
- Violence/threats of violence/possession of weapon

# YOUTH: KNOWING WHAT TO DO AND WHEN



## CALL THE MOBILE RESPONSE TEAM ...

for an urgent response that will meet you where you are within 30 minutes for any urgent mental health or substance use need with your youth or adolescent. Some examples include verbal aggression, youth unable to get out of bed due to feeling anxious or sad, youth unable to leave the house, having thoughts of suicide, finding alcohol or drug use, etc. Call mobile instead of calling 911 or going to an emergency room. **\*If a youth is being aggressive and/or has a weapon, youth mobile also will respond with a CIT-trained law enforcement officer for the safety of everyone.**

**-Michele Boone**



## CALL 911 ...

if the youth has a weapon, is attempting or has attempted to harm self or others and/or has ingested materials not meant for human consumption or medications not taken as prescribed or intended. Law enforcement and/or first responders will assist with establishing safety of the person and the environment. Law enforcement and/or first responders may request assistance from Mobile Response. If there has been any physical harm or ingestion, first responders will determine the need to go to the emergency department and seek further medical intervention. The Mobile Response Team can assist with linkage to other services once any imminent medical needs are addressed.

**-Michele Boone**



## CALL BEFORE GOING TO THE HOSPITAL ...

"We strongly encourage families to call our mobile youth team and not take the youth to the hospital. Most youth who are taken to the emergency room are not admitted and return home with little or no support on how to maintain the safety of their child. When the mobile youth team responds, the family receives on-site counseling and linkage for ongoing services, supports and resources. Our team follows the family for up to 30 days to ensure a warm hand-off to an ongoing treatment provider occurs when applicable. Our team bridges the gap between the crisis and their providers."

**-Michelle Allison-Smith**

# Youth Mobile Response BY THE NUMBERS

## YOUTH MOBILE RESPONSE MISSION STATEMENT:

To improve the lives and safety of Stark County youth and families by helping them where and when they need it.

**AVERAGE  
RESPONSE  
TIME:**  
19 minutes

### AGES:

0-10 = 12%  
11-17 = 88%

**% WHO  
REMAIN  
IN THE  
COMMUNITY:**  
82%

### RACE/ ETHNICITY:

83% Caucasian  
8% African  
American  
8% biracial  
1% Hispanic

### AVERAGE MOBILE RESPONSE CALLS PER MONTH:

33

### AVERAGE LENGTH OF RESPONSE:

90 minutes

### WHY PEOPLE CALL:

67% suicidal thoughts

14% behavioral health  
symptoms

7% aggressive behaviors

5% relationship stressors

5% grief support

2% homicidal thoughts

**GENDER:** 64% female, 35% male, 1% transgender

# Worried about suicide?

## Learn the FACTS!

Are you concerned that someone you know may be at risk for suicide? Your first step in helping may be as simple as learning the FACTS or warning signs. The following signs may mean that a youth is at risk for suicide, particularly if that person attempted suicide in the past.

### Feelings

Expressing hopelessness about the future.

### Actions

Displaying severe/overwhelming pain or distress.

### Changes

Showing worrisome behavioral cues or marked changes in behavior, including: withdrawal from friends or changes in social activities; anger or hostility; or changes in sleep.

### Threats

Talking about, writing about, or making plans for suicide.

### Situations

Experiencing stressful situations including those that involve loss, change, create personal humiliation, or involve getting in to trouble at home, in school, or with the law. These kinds of situations can serve as triggers for suicide.

#### IF YOU NOTICE ANY OF THESE WARNING SIGNS, YOU CAN HELP!

1. Express your concern about what you are observing in their behavior.
2. Ask directly about suicide.
3. Encourage them to call the 24/7 Crisis Hotline at 330-452-6000 or text '4Hope' to 741741.
4. Involve an adult they trust.

**Remember, if you have IMMEDIATE concerns about someone's safety, call 911!**

Suicide is a preventable problem. By taking the time to notice and reach out to a peer, you can be the beginning of a positive solution.

Learn more at [www.StarkMHAR.org/SuicidePrevention](http://www.StarkMHAR.org/SuicidePrevention)

 /StarkSuicidePrevention

 STARK COUNTY  
**Mental Health &  
Addiction Recovery**  
StarkMHAR.org

# PERRY HIGH SCHOOL STUDENTS RESPOND TO GRIEF WITH AWARENESS 5K RUN

**P**erry High School lost six students to suicide in 2017-18. In response, five students organized the Speak Life Resiliency Run held on May 4, 2019 to recognize their classmates, support community healing and raise funds for Coleman Professional Services and Akron Children's Hospital.

The 5K raised more than \$7,000, and students donated more than \$5,000 to Coleman Professional Services' Youth Mobile Response Team, which provides intervention response to children and teens in crisis—anytime, anywhere.

The idea for this event began with discussion of a memorial. But the student organizers wanted the event to have a more positive impact on the community. It would promote awareness that everyone struggles with mental health concerns—and that there are services and professionals who can help those who struggle.

Coleman is grateful to these students for responding

The group from Perry High School, known as the Speak Life group, was nominated to receive a **HOPE Award** from Stark County Mental Health & Addiction Recovery and won the **Community Champion Award**, which is defined as: "Nominee organizations for this award are dedicated, persuasive and compassionate advocates for Stark County adults, youth and families in recovery, and exceed expectations to advance the welfare of their clients. Nominees can be from partner System of Care organizations in Stark County including clinical, nonprofit, education, justice and law enforcement, government, funding organizations and grassroots organizations."

to this tragedy by creating an atmosphere of health and hope and for supporting Coleman's services for suicide prevention.

Over the past two decades, there has been an alarming 30% increase in the suicide rate in the United States. Suicide is the second leading cause of death for people ages 15 to 24. But suicide doesn't discriminate. Adults older than 65 have a high suicide rate, and those 85 and older have the highest rate among adults. No one is immune from this tragic epidemic.

Coleman holds the foundational belief in Zero Suicide—that suicide deaths for individuals under the care of health and behavioral health systems are preventable. This is why Coleman is a leader in diagnosing and treating children, adults and their families.

## WHAT SHOULD YOU LOOK FOR?

Suicide prevention begins with awareness. The American Foundation for Suicide Prevention (AFSP) recommends being on the lookout for these signs:

- Someone talking about killing oneself, feeling hopeless, feeling trapped, in unbearable pain.
- Increased drug/alcohol use, withdrawal from activities, sleeping too much, isolation from family and friends.
- Depression, anxiety, agitation/anger, severe loss of interest.

## HOW CAN YOU TAKE ACTION?

1. Understand and recognize the signs. Feelings of depression and anxiety are normal and treatable. You are not alone.
2. Help is available. Seek help for yourself or for your loved one as soon as possible.
3. Reach out to Coleman Professional Services and be connected with a counselor.
4. If you are with someone who is contemplating self-harm, do not leave them alone. Transport them to the nearest hospital or call Coleman's Stark County Crisis Hotline: 330-452-6000.

Not in Stark County? Text HELP to 741741 or call the National Suicide Prevention Hotline: 1-800-273-TALK (8255).

For more information, visit [afsp.org](http://afsp.org) and [sprc.org](http://sprc.org).

—PREVIOUSLY PUBLISHED IN THE COLEMAN  
PROFESSIONAL SERVICES NEWSLETTER



# HELP

WHEN YOU NEED IT MOST



**“MORE OFTEN THAN NOT, THESE THINGS HAVE SOLUTIONS, AND A LOT OF TIMES, THEY’RE VERY SIMPLE SOLUTIONS.”**

– CHRIS MILLER



Chris Miller, Mobile Youth Team Leader, drove to the school with only a few details. A child, about 10 years old, was in crisis. The child’s loved one had died the year before. Now, the child was talking about suicide and starting to harm themselves.

Concerned school officials called the Youth Mobile Response Team at Coleman Crisis Services.

Miller, the team leader, responded, not exactly sure of what he would find. He talked to the child and the

child’s mother, but the child didn’t say much. Miller asked the mother if he could talk to her child alone. The mother stepped out of the room.

The child opened up, saying they had lost a special object that belonged to their loved one who had passed. It was the only one the child had, they were sure. The child didn’t want to tell his or her mother, afraid she would be upset.

Miller assured the child that the object could be replaced. As it turned out, the mother had another object of the loved one’s to share.

“Something small like that was huge,” Miller said. “(The child) had been walking around with that guilt as a 10-year-old, this overwhelming guilt for months ... Getting (the child) to open up and talk, it turned out to be a simple solution.”

The child started outpatient grief counseling, and two months later, the child and family were doing well, Miller said.

“More often than not, these things have solutions, and a lot of times, they’re very simple solutions,” he said.

The Youth Mobile Response Team is available to Stark County families in urgent need of care every day, around the clock. It is funded, in part, by Stark County Mental Health & Addiction Recovery (StarkMHAR).

Anyone can pick up the phone to get help for a child: a parent, a friend, a young person in crisis, a school official, a police officer.

The team’s goal is to reach the youth within 30 minutes of being called. Average response time is 19 minutes from Coleman’s office at 2421 13th Street NW in Canton.

## HELPING FAMILIES

When the team of mental health and substance use professionals responds to a call, they talk with the youth, their parents and others to



determine how to keep the young person safe. They also connect the family to the appropriate mental health and substance use services. Hospitalization is a last resort.

A case manager and a family support specialist follow up with the youth and their family to bridge the gap between the mobile response call and any outpatient treatment.

“The families are in the driver’s seat when it comes to working with us,” Miller said. “We’re not there to

step in and tell people what to do ... It’s about helping people realize what their options are.”

While the team is designed to respond to an urgent crisis (defined by the caller), it also can schedule meetings and consultations with families who are looking for additional support.

The team’s services are billed on a sliding scale, and no one will be refused service if they can’t pay or don’t have insurance.

StarkMHAR supports the team

with \$111,000 in local tax dollars and up to \$180,000 in grant funding.

### ‘AN HONOR’

From July through December 2019, the team responded to 184 referrals or about 30 a month, according to Coleman statistics.

Team member Theresa Lash said she celebrates each step she helps a family take toward getting help.

Sometimes that means being with a family in its darkest, most



**“IT’S  
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FOR THE  
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FOR THEM AND  
WE’RE HERE TO  
HELP THEM THE  
BEST WE KNOW  
HOW.”**

**—THERESA LASH**

personal moments, such as when a loved one has died. Lash said those are humbling experiences, and she considers them an honor.

“It’s important for the families to know that we’re available for them and we’re here to help them the best way we know how,” she said.

To contact the youth and adult mobile response teams, call 330-452-6000.

—GANNETT

# Will asking someone if they are considering suicide plant the idea in their mind?

No.

"...Findings suggest acknowledging and talking about suicide may in fact reduce rather than increase suicidal thoughts.

*Suicidal thoughts or actions are a sign of extreme distress, not a harmless bid for attention, and should not be ignored.*

Often, family and friends are the first to recognize the warning signs of suicide and can be the first step toward helping an at-risk individual find treatment with someone who specializes in diagnosing and treating mental health conditions."

– National Institute of Mental Health

<https://www.nimh.nih.gov/health/topics/suicide-prevention/index.shtml> - Accessed December 4, 2018



# NUMBERS TO CALL if you're in a crisis

If you or a family member are in crisis, please call:



**Stark County Crisis Hotline**  
anytime at 330-452-6000

**Crisis Text Line**  
text '4hope' to 741-741 anytime

**Trevor Project Lifeline for LGBTQ youth**  
anytime at 866-488-7386

**Trans Lifeline anytime**  
at 877-565-8860

**Military & Veterans Crisis Line**  
anytime at 1-800-273-8255, press 1

**Military & Veterans Crisis Text Line**  
anytime at 838255

**Stark County Domestic Violence Hotline**  
anytime at 330-453-SAFE (7233)

**Alliance Domestic Violence Hotline**  
anytime at 330-823-7223

**Stark County Rape Crisis Hotline**  
anytime at 330-452-1111

**Alliance Rape Crisis Hotline**  
anytime at 330-821-RAPE (7273)

**Stark County Homeless Hotline**  
anytime at 330-452-4363

**Stark County Opiate Hotline**  
anytime at 330-454-HELP (4357)  
for community information, education, support and connection to services.



**ADULT**

# Mobile Response

**Intervention response services help  
adults right where they are**

## >> WHAT DOES THE MOBILE RESPONSE PROGRAM DO?

The Mobile Response Adult Program provides a rapid, culturally competent, trauma-informed mobile response, employing behavioral health interventions that are sensitive to the age-specific needs of adults wherever they may be.

The Mobile Response Team is comprised of a team of professionals trained in crisis intervention, information and referral. The team will provide mobile behavioral health services to adults in the workplace, at home and in various other community settings.

## >> HOW DOES IT WORK?

Call Stark County's Crisis Hotline at **330-452-6000** anytime, day or night. Indicate request for Mobile Response Adult Program services.

- Callers will not be asked to substantiate their need, or to meet pre-determined criteria, to qualify for Mobile Response Adult Program services.
- One to two Mobile Response Team members will respond to the location provided by the caller to address the behavioral health concern and coordinate appropriate next steps.

## >> WHEN TO CALL

Anyone in the community, such as co-workers, friends, family members, caregivers and professionals can call for the Mobile Response Team based on their need for urgent intervention. All situations are considered valid. **For more information on when to call Mobile Response for adults, see page 23.**

However, if an adult is experiencing the following, immediately contact emergency services such as 911:

- Overdose
- Other medical emergencies
- Suicide attempt/serious self-harm in progress
- Violence/threats of violence/possession of weapon

**CALL FOR  
ADULT MOBILE  
RESPONSE  
330-452-6000**



***FACT:***  
**REDUCING  
ACCESS  
TO LETHAL  
MEANS  
REDUCES  
SUICIDE  
ATTEMPTS\***

Locking your gun is every gun owner's responsibility.

***FREE GUN LOCKS  
ARE AVAILABLE AT:***

**Stark County  
Sheriff's Office**  
4500 Atlantic Blvd NE  
Canton, Ohio 44705  
330-430-3800

**Or check your local  
police station**

\* <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3518361/> - Accessed December 10, 2018

# ADULT: KNOWING WHAT TO DO AND WHEN



## CALL THE MOBILE RESPONSE TEAM ...

for an urgent response that will meet you where you are within 30 minutes for any non-life-threatening urgent mental health or substance use need.

Some examples include suicidal/homicidal thoughts, inability to cope with life stresses or significant changes in behavior related to mental health symptoms, substance use or a traumatic event.



## CALL 911 ...

if the adult has a weapon, is attempting or has attempted to harm self or others and/or has ingested materials not meant for human consumption or medications not taken as prescribed or intended.

Call 911 if there is an immediate medical emergency.



## CALL BEFORE GOING TO THE HOSPITAL ...

We strongly encourage adults in the community to call the Mobile Response Team before going directly to the hospital, unless it is a medical emergency as described in “when to call 911.”

The Mobile Response Team will make recommendations and accommodations for individuals who need to go to the hospital.

# Meet the Team

# Q&A

**Brittany Reed, Nick Fulks and Julie Gough of The Mobile Response Team answer pertinent questions about the team and how it assists people in need.**

**Q. WHAT IS YOUR ROLE WITH THE MOBILE RESPONSE TEAM?**

**BRITTANY REED:** Director of Mobile Response, overseeing the youth and adult mobile response teams.

**JULIE GOUGH:** I am the Parent Peer Support Specialist with Youth Mobile Response. I provide support to parents who are facing mental health challenges with their children. Navigating the mental health, education and child welfare systems can be complicated and overwhelming to parents. It is my job to help provide guidance and support both during and after a crisis may occur. It is my role to help parents get through the processes more effectively and learn from their experiences to be able to better advocate for their child and also for themselves during

this process. I hope once my time with the parents is done, they are able to walk away with hope and confidence in the skills and knowledge they have gained to work with their child and the resources available to them.

**NICK FULKS:** I am a Youth Mobile Counselor. I provide mobile services within Stark County to include mental health assessments, connection to services, as well as the ability to provide counseling services while connecting clients to long-term providers.

**Q. TELL ME A LITTLE BIT ABOUT HOW THE MOBILE RESPONSE TEAM CAME TOGETHER.**

**BRITTANY:** Stark County received a SAMHSA System of Care grant that looked to fill service gaps in the community.

StarkMHAR identified the need for a mobile response team to fill the gap between when someone experiences a behavioral health crisis and follow-up with outpatient services. Coleman Professional Services took over the crisis services for Stark County in August of 2018.

**Q. WHEN SOMEONE CALLS, WHAT SHOULD THEY EXPECT?**

**BRITTANY:** The caller will be transferred to a mobile response counselor who will obtain additional information to gain an understanding of the situation and how best to respond. The caller will be informed if a police co-response is needed given the situation (if there is a safety concern or nighttime hours) and answer any questions the caller may have. The caller defines the need for mobile response. We

respond within 30 minutes for an urgent need, with our average response time being 19 minutes, and also have the ability to schedule a time that might work better for the person we are meeting with.

**NICK:** I will typically receive a notification from our triage team with a brief overview of the situation. I will then take the call with the individual requesting our services for any additional information as needed.

**Q. WHAT KIND OF TRAINING DOES THE TEAM HAVE TO HELP THOSE IN NEED?**

**BRITTANY:** We have specialized training in crisis intervention, risk assessment, de-escalation, community resources, safety planning, trauma-informed care, youth specific interventions, and our counselors are licensed social workers and clinical counselors with the state of Ohio.

**Q. WHAT IF SOMEONE IS AFRAID TO CALL BECAUSE THEY FEAR IT WILL BE TOO EXPENSIVE?**

**BRITTANY:** We see everyone regardless of ability to pay. Since we are an extension of health care, we do ask for insurance. We work hard at making sure a person and/or family will not be financially burdened by seeking help. Our services are more cost effective both in the short term and the long term compared to visit(s) to the ER.

**NICK:** Once we have completed our assessment and begin to discuss further services, we discuss with the client the financial aspects of our services and the

various resources and supports that we have to assist them.

**Q. IS IT OK FOR SOMEONE TO CALL ON SOMEONE ELSE'S BEHALF? OR SHOULD THE INDIVIDUAL THEMSELVES MAKE THE CALL?**

**BRITTANY:** Anyone can request a mobile response for a Stark County resident. We have received calls from employers, schools, police, service providers, landlords, individuals, families and other community partners. We want the community to know that we are not just a resource for professionals and providers; we are a resource for everyone to utilize, and we have the best outcomes when it is the individual or family member calling us.

**Q. WHAT CAN SOMEONE EXPECT TO HAPPEN WHEN THE TEAM SHOWS UP?**

**BRITTANY:** A counselor, sometimes accompanied by a case manager or our family peer support specialist, travel throughout Stark County, wherever that person is. If there is a significant safety concern or if we are responding during nighttime hours, the police will respond with us to ensure everyone's safety. Typically, once we are there and determine there is no longer a safety concern, we tell the police they can leave. We will talk with the person, and their supports if available, to get a big picture of what is going on, what services/supports/resources would be helpful for that person, and we do everything we can to keep them safe

and in their natural environment, with hospitalization being the absolute last resort. If the person and/or family is agreeable, we will provide short-term follow up, about 30 days, with counseling, case management and family peer support (on the youth team) to assist with bridging the gap between the mobile response interaction and linkage to supports, resources and behavioral health services.

**NICK:** Once we arrive, we will meet with the client to assess their mental health needs. However, we take a very holistic approach to determine if there are other factors involved that could potentially be influencing or exacerbating symptoms. As Brittany mentioned, we will assess the client's resources, supports and any additional barriers that could be impacting the client. We are also assessing for stability and safety to ensure that the client is cared for and able to remain within the community.

**Q. WHERE SHOULD SOMEONE BE WHEN THEY MAKE THE CALL? AT HOME, IN PUBLIC?**

**BRITTANY:** We respond anywhere in Stark County. We just need to know the location of the person the mobile response is requested for so we know where our team should respond to. We have had family members who live out of state call us to check on their loved one who lives in Stark County. We have met with people in their homes, places of employment, in parks, schools, wherever that person is and wherever works best for them.

-GANNETT

**Anytime.  
Any day.  
24/7.**

**HELP IS A  
CALL AWAY.**

**Dial 330-452-6000 for  
the Stark County Mobile  
Response Team.**



# What's the COST?

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- Insurance is accepted.
- No insurance? Costs will be based on family size and income (often resulting in no cost).

# SAVE THIS NUMBER!

Stark County's Mobile Response Team is made up of local licensed counselors who will arrive within minutes when you call. Family argument | parental struggles | concerns for a neighbor | isolation | and more

# 330-452-6000

*Anytime, day or night!*

STARK COUNTY



Mobile  
Response Team



COLEMAN  
*Professional Services*



STARK COUNTY  
**Mental  
Health &  
Addiction  
Recovery**  
*StarkMHAR.org*