

## **Children's Mobile Crisis Teams (CMCT FAQs)**

**Question: What are the children's mobile crisis teams?**

**Answer:** CMCT is a behavioral health service designed to deliver resolution-focused, family-driven, crisis stabilization with the goal of resolving or ameliorating the crisis. CMCTs provide mobile, short term, face-to-face, therapeutic responses to youth experiencing a behavioral health crisis for the purpose of identifying, assessing, treating, and stabilizing the situation and reducing immediate risk of danger.

**Question: What are the CMCT hours of operation?**

**Answer:** CMCTs are available 24/7, 365 days a year.

**Question: How do I request a CMCT?**

**Answer:** Contact the **Philadelphia Crisis Line** (*formerly Acute Services*) at **215-685-6440**.

**Question: When should I call for a CMCT?**

**Answer:**

- The child/youth must be in a behavioral health crisis that was unable to be resolved to the caller's satisfaction via telephonic crisis intervention.
- Immediate intervention is needed to attempt to stabilize the child's condition safely in situations that do not require an immediate public safety response.
- The youth demonstrates impairment in mood, thought, and/or behavior that substantially interferes with functioning at school, home, and/or in the community.

**Question: What is the response time for CMCT?**

**Answer:** Once a CMCT receives the dispatch from Philadelphia Crisis Line, the team will follow up with a phone call to the referral source within 15 minutes, in order to obtain additional information and provide an ETA. In most instances the CMCT will be able to arrive at dispatch within one hour. In instances where the team cannot respond within one hour, the CMCT will notify the requester of the service.