



## Hennepin County

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This is a basic guideline for accessing services provided by Hennepin County Human Services and Public Health Department.

### **Program Area: Children's Mental Health Crisis Services**

Contact Number: 612-348-2233

Program Summary: Mobile crisis response for families to call when children or adolescents are experiencing a mental health or behaviorally-oriented crisis

#### **Program description**

##### **Target population:**

Children/adolescents experiencing a mental health or behaviorally-oriented crisis

##### **Services:**

- **Consultation** - Telephone and in-person (mobile) consultation for children experiencing a mental health crisis and their families and related professionals (e.g., school, shelter, foster home, etc)
- **Crisis assessment** - Mobile face-to-face assessment of a child experiencing a mental health crisis at the child's location in the community
- **Crisis intervention** - In combination with the crisis assessment, crisis intervention and de-escalation services to address the immediate safety and crisis issue, relieve the child's distress, help the child cope with immediate stressors, identify and utilize the child and family's strengths and available resources, and assist the child and family in resolving situations that may have precipitated or contributed to the crisis.
- **Crisis stabilization** - Short-term supportive counseling while also connecting the child and family with ongoing services

##### **Conditions of eligibility:**

Available to any Hennepin County child or adolescent and their family experiencing a mental health crisis

##### **Referral procedures**

##### **How to obtain services:**

Call 612-348-2233. Hours: 24/7 all year-round including holidays

**Intake locations:**

Most intakes are conducted over the phone or on-site with the child/adolescent.

**What to expect:**

Crisis workers will contact the family within 30 minutes or less.

**Other pertinent information:**

**Additional information:**

Learn more about these services on the [Child Crisis Services](#) pages.