

Over a million...

Calls to the Crisis Hotline since ACI launched



14,913 total referrals for Mobile Assistance



10,671 Face to Face contacts



4,242 Phone Contact only

Data based on a 5-year average (2014-2018).

Questions?

dbhmail@dmh.mo.gov



Department of Mental Health | 1706 E. Elm
573 751 4122 | 1 800 364 9687

dmh.mo.gov

Access Crisis Intervention

ACI serves individuals experiencing a behavioral health crisis 24/7 by:

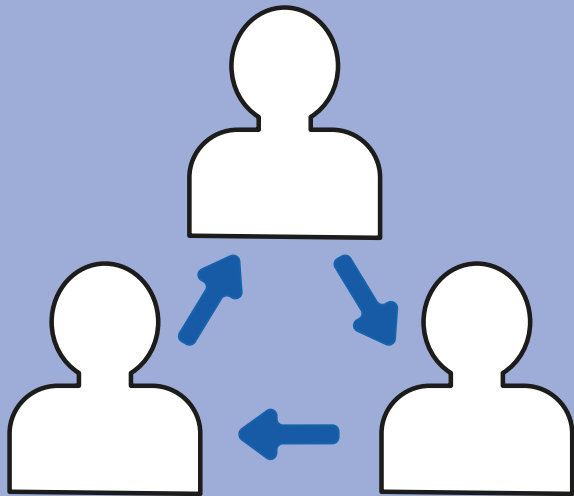
- assessing and providing information
- linking to services, resources and supports
- maintaining individuals in the least restrictive setting



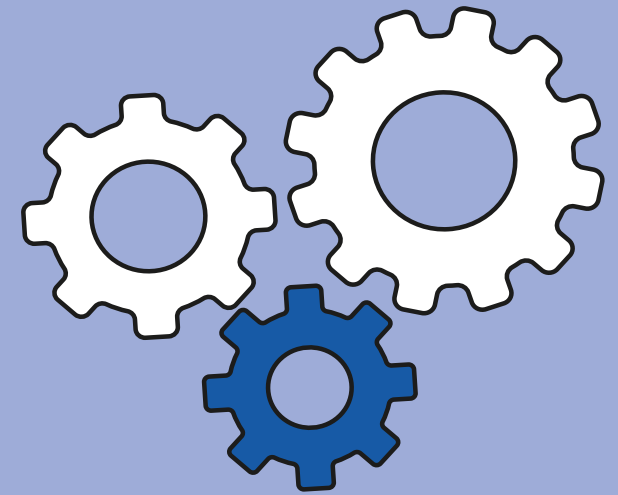
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- Arthur Center ACI Hotline | 1/800-833-2064
- Behavioral Health Response | 1/800-811-4760
- Burrell ACI System | 1/800-494-7355
- Burrell Behavioral Health Central Region | 1/800-395-2132
- Clark Center ACI Hotline | 1/800-801-4405
- Comm Care ACI Home | 1/888-279-8188
- Compass Health ACI Hotline | 1/800-833-3915
- MOCARS ACI Hotline | 1/800-356-5395
- MOCARS / Mark Twain Behavioral Health ACI Hotline | 1/800-356-5395
- Ozark Center ACI Hotline | 1/800-247-0661



- **24-hour phone response and mobile response is provided through the Division of Behavioral Health's Administrative Agents (AA)**
- **the AAs either provide these services directly or through contract with a crisis services provider**
- **individuals contacting the 24-hour crisis hotline in their area will receive a screening and risk assessment - the crisis worker will attempt to resolve the crisis with the individual on the phone and make any needed referrals to services or social supports**



Components of ACI include:

- **24-hour phone response and/or consultation**
- **arranging next day appointments**
- **Mobile Response: Face to Face evaluation**
- **technical assistance to referral sources as to how to complete an involuntary commitment**



If the crisis cannot be resolved on the phone, the individual will be connected with a **mobile crisis mental health professional** who can meet with the individual in the community for additional assistance.

ACI teams work closely with **Crisis Intervention Team (CIT) law enforcement officers** in their service area(s). For more information on CIT in your area, visit missouricit.org.

All calls are strictly confidential, and Behavioral Health Crisis Hotlines are available statewide.