MRSS

Mobile Response & Stabilization Services

Frequently Asked Questions

What is MRSS?

MRSS stands for Mobile Response and Stabilization Services. It is a new way that families with children and youth up through age 22 who are experiencing difficulties or distress can get immediate (within 60 minutes) assistance. MRSS will respond to any distressful situation the family identifies, including emotional or escalated behaviors, mental health issues, substance use concerns, grief and loss, trauma, suicidal thoughts, transitions, truancy, running away from home and parent/child conflict.

Who does it serve?

MRSS is a comprehensive program available to youth and young adults up to age 22 and their families. Any family in the 5-County Region of Preble, Butler, Warren, Clinton and Clermont Counties can access this service regardless of income or situation.

Who can call?

Anyone, including youth, family, neighbor, friend, probation officer, school personnel, counselor, can call MRSS and request services.
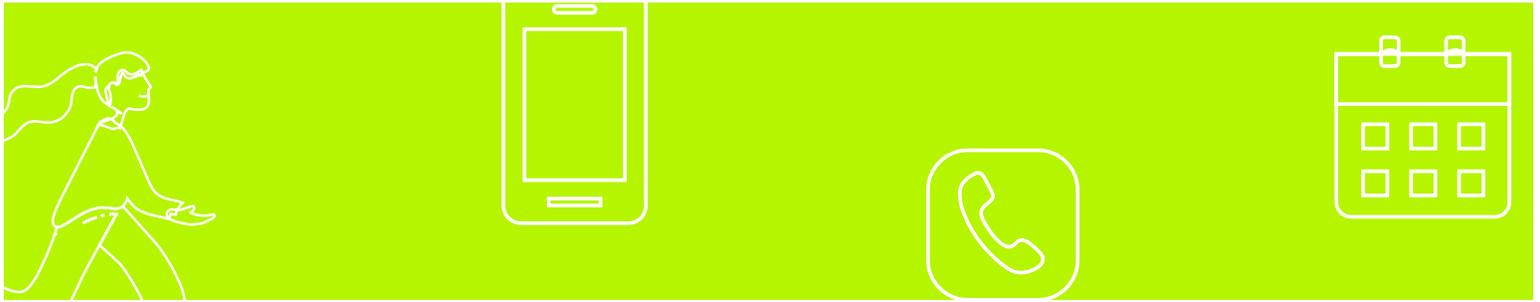
How do I contact MRSS?

Families, youth and young adults can reach MRSS by calling their county's crisis hotline at any time of day.

➡ **Butler County:**   800-4Crisis (427-4747) (text or call)
➡ **Clermont County:** 513-528-SAVE (7283)
➡ **Clinton County:**   877-695-NEED (6333)
➡ **Preble County:**   866-532-3097
➡ **Warren County:**   877-695-NEED (6333)

During business hours (Monday-Friday, 8 am to 5 pm), referrals for Butler, Preble, Warren and Clinton Counties can be made directly to Butler Behavioral Health Services by calling 513-785-2160.

What can I expect to happen after I call the crisis hotline?

An MRSS staff person will be in touch with you to make arrangements for responding to where you are, daytime through late evening. The staff person will gather any critical information and will make arrangements to meet you at an agreed upon location. The MRSS staff person will arrive and immediately assess and work to diffuse the crisis, escalating emotions or behavioral issues. They will stay with your family for as long as it takes to soothe the current situation to calm. They will then work with you and your family to develop an individualized plan that stabilizes the situation, and they will connect you to appropriate community support and resources.

How do I know if my situation/circumstance is a "crisis"?

The family defines the situation or circumstances in which they need help. Youth and families deal with a variety of stressors and can feel overwhelmed with their situation. Any time a youth or family feels they need extra help or support is a good time to call MRSS.

How do I know if I should call 911 or the hotline?

The most important thing is safety! If the situation involves a medical emergency or someone is in immediate danger, please call 911 so that help can come immediately. In many communities, MRSS staff can follow up with you after a 911 call.

If the situation is difficult, but everyone can be kept safe for 30 to 60 minutes, MRSS is a great choice to get timely help that comes to you.

How much does it cost to use MRSS?

MRSS is a free service to the families who receive the services regardless of a family's income.

What is the difference between "Mobile Crisis" and MRSS?

In some communities such as Butler and Clermont Counties, mobile crisis staff and MRSS staff are co-workers. In other communities, MRSS is provided by a different agency. Either way, mobile crisis teams and MRSS work hand in hand. For example, mobile crisis workers may respond during overnight hours to address the immediate crisis. If the person in crisis is aged 0 through 22 years, the mobile crisis worker can then bring in the MRSS team to provide services in the home for up to 60 days. When you call the hotline you don't need to know what program to ask for. You just need to ask for help.

What agencies provide MRSS?

Butler Behavioral Health Services Inc. provides MRSS services in Butler, Clinton, Preble and Warren Counties.

Child Focus Inc. provides MRSS services in Clermont County.

SAMHSA
Substance Abuse and Mental Health
Services Administration

Ohio
MENTAL HEALTH & ADDICTION SERVICES