

Everyone experiences feelings of anxiety, distress, sadness or other feelings that are difficult to overcome from time to time. When emotional or behavioral concerns are disrupting your life, it's time to ask for help. Early intervention for a mental health issue can help prevent the problem from becoming worse, but in the event of a mental health crisis, the Mobile Crisis Team is here for you.

Hours of Operation

Monday – Friday,
8:00 a.m. – 10:00 p.m.

Weekends and Holidays

10:00 a.m. – 6:30 p.m.

After Hours

An on-call response is available for mental health emergencies after hours.

Call the Mobile Crisis Team at (585) 529-3721



Mobile Crisis Team

Here to help when you need it most.

Part of Strong Memorial Hospital.



About our team.

The Mobile Crisis Team is a psychiatric emergency team serving children, adolescents, adults and seniors within Monroe County who are experiencing a mental health crisis.

Our services are designed to divert individuals from the county's psychiatric emergency departments and are provided in the patient's chosen environment where they feel most comfortable.

MOBILE CRISIS TEAM
(585) 529-3721

Services we provide.

We believe that mental health crisis services are most effective when provided rapidly and in a familiar environment. Our multidisciplinary team of mental health professionals will visit you or your family in your home, place of employment, school or any other location in Monroe County.

We provide:

- Mobile crisis intervention/stabilization
- Mental health assessments
- Connections to treatment providers and support systems in the community
- Interim/bridge mental health treatment
- Referrals to non-mental health services
- Services for homeless individuals who are mentally ill and/or chemically addicted
- Follow-up visits, if necessary
- Interpreters for non-English speaking individuals who are in need of our services
- Medication consultation, as clinically indicated

What happens during a typical mobile visit?

Depending on the complexity of the problem, a mental health crisis visit can last from one to two hours. To determine the best course of treatment for you or your loved one, two members from the Mobile Crisis Team will conduct an assessment. If hospitalization or further evaluation is needed, the Mobile Crisis Team will coordinate with emergency services. To ensure as much confidentiality as possible, mobile crisis vehicles are unmarked. Mobile Crisis Team employees have photo identification readily available.

Who is eligible for our services?

The Mobile Crisis Team is available to children, adolescents, adults and older adults who are experiencing emotional problems that can lead to a mental health crisis at home, school or in the community. For youth, parents or legal guardians must give permission for care. However, in the event of an emergency, care will be provided to keep the child safe until the family can be notified.

Who can make a referral?

For both youth and adults, referrals to the Mobile Crisis Team can be made by anyone:

- Family
- Friends/Neighbors
- Human service personnel
- Law enforcement officers
- Pediatricians
- Primary care physicians
- Public and private therapists
- School personnel

Insurance information.

Mobile Crisis Team visits, like ER visits, are covered by most insurances. Individuals who require mobile services but have financial difficulties can call Strong Memorial Hospital at (585) 784-8889 to speak with a financial counselor before or after a visit from the Mobile Crisis Team. No one is refused services due to an inability to pay.