The Crisis Center of Johnson County
Mobile Crisis Outreach (MCO)
1-855-800-1239

What is Mobile Crisis Outreach (MCO)?
MCO is a 24/7 program that dispatches two mental health professionals to homes, schools, ER’s or public places where a mental health crisis is occurring. Response time is within 60 minutes of dispatch.

The goals of MCO are to stabilize the crisis, assess the need for referrals to other community services and reduce unnecessary hospitalizations and arrests.

Additionally, crisis stabilization beds (1-5 day stay) are available for patients who do not meet admission criteria for the hospital, but need a safe place to go for a few days. Staff at the crisis stabilization beds can assist patients with transportation to medical appointments during their stay and provide linkages to needed community resources.

When to call MCO:
• If the person is having suicidal ideations but does not need hospitalization
• If the person needs crisis de-escalation, emotional support or referral to community resources and services
• If you have a patient to refer to a crisis stabilization bed

When NOT to call MCO:
• If the person is violent or aggressive towards hospital staff
• If the person has harmed themselves and needs immediate medical attention
• If the person does not want to speak to mobile crisis counselors

MCO services include:
• Providing support to committed individuals or others awaiting psychiatric beds
• Developing safety plans and scheduling follow-up services with people with thoughts of suicide to avoid hospitalization
• Assessing patients to determine placement for crisis stabilization beds
• Arranging transportation to crisis stabilization beds

How to Utilize Mobile Crisis Services:
• Call the central dispatch center at Foundation 2: 1-855-800-1239
• Inform them that you would like to have MCO counselors dispatched
• Have the following details ready
  • Type of crisis/situation
  • Location within hospital
  • Contact name and phone number of person that MCO counselors should check-in with once they arrive