



MCR & CARES

Information for
parents & caregivers.

**Mental Health Crisis
Services for Youth**
800-345-9049 (Voice)
773-523-4504 (TTY)

MCR Mobile Crisis Response

This program serves children experiencing a mental health crisis. Service is available by calling the CARES line.

MCR provides intensive mental health services for children and youth who may need hospitalization for mental health care.

CARES Crisis and Referral Entry Services

What is CARES?

CARES is a service that handles mental health crisis calls for children and youth in Illinois.

When should I call CARES?

You should call CARES when a child is at risk to himself or others, and any time you or others think a child is having a mental health crisis.

CARES line:
800-345-9049 (Voice)
773-523-4504 (TTY)

What is the purpose of CARES?

CARES links parents, caregivers, or callers to a special screening, assessment, and support program known as MCR. CARES will ask questions about the child's behavior. Then CARES will either send the local MCR to see you and your child or refer you to mental health and other services.

Who can get MCR services?

Any child or youth in a mental health crisis who may need public funding may receive SASS services. If you are unsure if your child can receive MCR services, please call the CARES line:
800-345-9049 (Voice)
773-523-4504 (TTY)

Who provides MCR in my area?

An agency that provides mental health services in your community is your MCR agency. Agency staff are mental health professionals trained to serve children and youth. You should call CARES if you think a child needs MCR services.



WHAT CAN I EXPECT FROM MCR?

A MCR crisis worker will come to talk with you and your child. The crisis worker will help you make the best plan for your child and family.

MCR will work with you and your child for at least 90 days. If your child goes to the hospital, MCR will join the hospital team to care for your child.

MCR will help the hospital team plan for your child's return home and will provide services when your child is at home. If your child does not go into the hospital, MCR will provide mental health services and supports to help your child stay at home.

How will I be involved in my child's care?

You play a major role in making a plan for your child's treatment. MCR will work closely with you to learn how you see your child's problems with your child's strengths.

What if I have questions?

It's important that you understand what is happening to your child. If you have questions you should ask your MCR worker, a member of your hospital team, your Family Resource Developer.

How will I know my rights?

The hospital will have patient rights posted in intake and emergency rooms. Upon admission, the hospital will give you a copy of your rights. The MCR agency will inform you of your rights and provide a copy of your rights. Your rights are also outlined in the Illinois Department of Human Services Mental Health and Development Disabilities Code and the Confidentiality Act.

Will my information be kept confidential?

Information you share with CARES or MCR will be kept private and used only for your treatment.



For more information:
<https://www.dhs.state.il.us/page.aspx?item=92597>

What is a Family Resource Developer?

Each MCR agency has a Family Resource Developer (FRD). They are parents, caregivers, or guardians who have gone through a crisis with their own child. The FRD can answer some of your questions and help you get the care your child needs.

If I'm a young adult and hospitalized, what will happen when I'm discharged from the hospital?

MCR will work with you and the team at the hospital on your treatment plan. MCR will also work with you and the adult mental health provider in your community to help make a plan for your return home.

