

Welcome.

As part of UR Medicine Pediatric Behavioral Health & Wellness Outpatient Services, our goal at Crisis Intervention Services (CIS) is to offer readily accessible interventions to help with current stressors occurring within a family. We also:

- Assist with identifying concerns, strengths and treatment goals
- Provide short-term therapy that focuses on the individual goals of youth and their families
- Help determine appropriate community and educational resources

Please note that services provided by CIS are only available for youth and families that are not currently receiving services from any UR Medicine Pediatric Behavioral Health & Wellness program or engaged in mental health services with another provider or facility.



Contact Us.

For more information or to schedule an appointment, please call (585) 279-7800.

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Part of Strong Memorial Hospital.

golisano.urmc.edu/behavioralhealth



MEDICINE of THE HIGHEST ORDER

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Pediatric Behavioral Health & Wellness

Crisis Intervention Services

Helping families overcome challenges.



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What makes Crisis Intervention Services unique?

CIS allows families to access interventions quickly – usually within five business days – and consists of a balance between evaluation and intervention. Families meet with their crisis therapist for one to six sessions. The goal of this short-term treatment is to identify immediate challenges within the family and determine how to better manage them. Through treatment, families will:

- Develop greater insight about their child
- Build on their existing strengths
- Learn skills to handle future crises, should they arise
- Identify appropriate community and education supports
- Work together with their crisis therapist, referring back to their goals and how to best accomplish them



Who is eligible for our services?

Youth and families experiencing significant distress related to an identifiable stressor are eligible for our services.

CIS is not appropriate for youth:

- With immediate safety concerns – *call 911 or take the child to the nearest emergency room*
- Needing same-day evaluations – *consider contacting the Mobile Crisis Team at 2-1-1*
- Who are already receiving mental health services in the community

About our team.

Each child and family we serve can be confident knowing that treatment will be provided by an experienced team including:

- Crisis therapists
- Case managers
- Other mental health professionals

What to expect at your first appointment.

At the first appointment, you and your child will meet with a crisis therapist, who will discuss the situation and/or behaviors that resulted in your family being referred to CIS.

Your crisis therapist will gather information about the challenges your family is facing, including situations where the challenge is absent or less intense. The therapist will also work together with your family to identify its strengths and resources. The treatment team will support your family by working with the crisis therapist to identify resources in the community that could be helpful to you.

What to bring to the first appointment.

The following documentation, if applicable, should be brought to the first session:

- Your completed Patient and Family Information Form. Please note: If you are unable to bring the form with you, we will ask you to fill it out prior to meeting with your crisis therapist
- Insurance information
- Any legal documents related to the child/adolescent, including custody paperwork
- Individualized Education Plan or 504 Plan
- Additional paperwork relevant to your child

At least one parent/guardian should accompany his or her child or adolescent to the first appointment. However, we encourage all parents/guardians to attend sessions whenever possible.

Medication information.

Medication consultation is not typically provided as part of CIS. If it is determined that your child would benefit from psychiatric and medication consultation, you will be provided with information for appropriate resources.

Attendance policy.

The expectation is that families will attend all scheduled appointments. However, we recognize this is not always possible. We allow one missed, cancelled or rescheduled appointment. If your family misses, cancels or reschedules a second appointment, you will be referred to other community resources. This enables Crisis Intervention Services to meet the needs of as many families as possible.