



What Is Crisis Response and SERCC?

Crisis Response services are available for residents of Southeast Minnesota’s 10-county region. Services provide a continuum of care for those experiencing a (self defined) mental health crisis and include community mobile response, the Southeast Regional Crisis Center (SERCC) with a clinic and short-term residential facilities, and stabilization after-care.

What Is the Continuum of Care?

The continuum of care is designed to provide individuals with options to address their needs during, throughout, and after their mental health crisis. The goal is to provide urgent mental health care in the least restrictive environment to help individuals safely remain or return quickly to their community setting. Services may include:

- A screening conducted over the phone via the hotline.
- An in-person community assessment with the mobile response team, or walk in assessment with the SERCC clinic staff.
- Admission to SERCC’s short-term residential unit if determined medically necessary by SERCC’s qualified mental health professional.
- Options for stabilization after-care up to 45 days.
- Bridging services that include therapy, psychiatry, diagnostic assessment, and referral connections. All clinic bridging services are short term and do not replace the need for long-term providers.



	Crisis Hotline <i>All Ages</i>	Community Based Mobile Response <i>All Ages</i>	SERCC Clinic <i>All Ages</i>	SERCC Short Term Residential <i>Ages 10+</i>
Information and Resource Referral	X	X	X	X
Short term supportive person to talk to and provide de-escalation with no appointment needed	X	X	X	
Crisis Screening	X	X	X	
Crisis Assessment, and Intervention up to 23 hours while in clinic		X	X	
Stabilization After-care 45 days of support, coordination & skills work		X	X	X
Residential Psychiatry				X
Clinic Outpatient Psychiatry up to 3 combined visits			X	
Individual or family therapy up to 3 combined visits			X	X
Diagnostic Assessment			X	X
Overnight stay up to ten days				X

Who Can Access Crisis Response Services?

Services are available to any individual experiencing a self defined crisis who is willingly accepting services and can participate in their plan of care. Services are open to all residents of the 10-county region of southeast Minnesota, regardless of financial or insurance status (with no direct cost to the individual). Community mobile response, SERCC, and stabilization after-care services are available to individuals of all ages. SERCC's short-term residential is available to individuals ages 10+ for up to 10 days. Short-term residential and stabilization aftercare are available only through an assessment with community mobile response or at SERCC with a mental health practitioner or qualified mental health professional. Clinic bridging services are available through assessment at SERCC and determined as medically necessary by a qualified mental health professional.

Who Is a Good Fit for SERCC's Short-Term Residential?

At SERCC, a mental health crisis is defined by the individual seeking services and is a behavioral, emotional, or psychiatric situation that would likely result in significantly reduced levels of functioning. A mental health emergency is defined as a behavioral, emotional, or psychiatric situation causing an immediate need for mental health services. Most times, individuals requiring emergency services are best served at their local emergency department.

After an initial screening and a mental health assessment, the multidisciplinary team along with SERCC's qualified mental health professional team determines if short-term residential is medically necessary for the individual. In some cases an individual may not be admitted to short-term residential if deemed a safety risk. The following are some examples when an individual needs a higher level of care beyond what SERCC can provide:

- risk of substance withdrawal
- active and/or current aggression
- unwillingness/inability to participate in *programming
- suicidal plan with intent and access to means that can not be mitigated
- medical complications that require a higher level of care
- risk of elopement

Each situation is assessed based on the individual's current mental health status and the ability to maintain their safety while in short-term residential. SERCC is a community based, trauma informed setting and restrictive procedures are not utilized. All providers and individuals are encouraged to reach out to us regarding your unique situation for individual assessment.

How Can Individuals Access Services?

- All services can be accessed by calling **1-844-274-7472**.
- SERCC is a **24/7 walk-in clinic** and **no appointment is necessary**. The center is located at **2121 Campus Drive, SE Rochester, MN**.
- Individuals looking to access SERCC's short-term residential must first complete a mental health assessment and be identified as a safe and appropriate candidate by SERCC's multidisciplinary team along with the qualified mental health professional.

How Can Providers Make a Referral?

Providers can access services for clients in one of three ways.

1. The recommended way to make a referral is to call the hotline at **1-844-274-7472** on behalf of the individual. Identify you are a provider and request a direct transfer to your local community mobile response team. A community mobile response team has the ability to complete screening, assessment, intervention, and provide de-escalation to help individuals safely remain in the community. Community mobile response teams can also provide referrals to short term residential or SERCC's clinic services when appropriate.
2. Visit the website (<https://www.crisisresponsesoutheastmn.com/SERCC>) to complete the online referral form. The referral links are located at the bottom right.
3. Lastly, you can call SERCC directly at **(507) 322-3019** and identify you are a provider.