

CRISIS LINES: Provides help for those in need of mental health support and referrals to other human service agencies in the area for needs such as financial guidance, health care support, legal quandaries, shelter locations, support groups and more.

CALL: (630) 966-9393 | TEXT: 833-AID-TEXT (833-243-8398)

Also includes **Sunshine Calls** and **Senior Sunshine Calls:** Trained staff and volunteers offer phone support to people in need. Regular, scheduled phone calls provide people Social Interaction, medication reminders, crisis counseling and referral to community resources.

JESSAMARIE CASEY, CRISIS CARE SYSTEM MANAGER: JCASEY@AIDCARES.ORG

MOBILE CRISIS RESPONSE TEAM (MCR-T): MCR-T interventions decrease wait times in emergency rooms, waiting rooms or exam rooms thus providing an intervention in the moment of crisis. MCR-T also helps individuals access appropriate community based mental health services in a timely manner to decrease the usage of unnecessary emergency services through ambulance, fire, police and hospital settings.

**ALYSSA MARRERO, MANAGER OF MOBILE CRISIS RESPONSE TEAM:
AMARRERO@AIDCARES.ORG**

COMMUNITY SUPPORT TEAM (CST): CST is an intensive team approach that provides services to best meet client's mental health needs, reduce symptoms, reduce emergency room visits, prevent homelessness and eliminate unnecessary call-outs to emergency personnel while increasing compliance with medication and treatment follow-up. Each CST maintains 24 hour/ 7 day a week availability with intensive community support and focus on client's goals

**KELLY O'NEIL, COMMUNITY SUPPORT TEAM PROGRAM MANAGER:
KONEIL@AIDCARES.ORG**

VICTIM'S SERVICES: 24-hour assistance to victims of violent crime and/or trauma. Services Include: Crisis Intervention, Counseling, Advocacy, Education, Information and Referrals.

**VANESSA MELENDEZ, MANAGER OF VICTIM AND OUTREACH SERVICES:
VMELENDEZ@AIDCARES.ORG**

STREET OUTREACH: Supports individuals experiencing homelessness by encouraging engagement with appropriate mental health services. The goal of this program is to reduce inappropriate use of emergency services and support individuals with mental health needs. Initial engagement and street outreach will be unique to each individual.

The level of engagement and length of service will depend on each individual's needs.

**LYNDSAY HARTMAN, MANAGER OF STREET OUTREACH SERVICES:
LHARTMAN@AIDCARES.ORG**

KIMBERLY BUCKHEISTER, VICE PRESIDENT OF CRISIS AND OUTREACH SERVICES: KBUCKHEISTER@AIDCARES.ORG

ASHLEY HEINEKAMP, DIRECTOR OF CRISIS SERVICES (MCR-T, CST AND CRISIS LINE): AHEINEKAMP@AIDCARES.ORG

FOR GENERAL MENTAL HEALTH SERVICES, CALL THE AID SERVICES INTAKE LINE: 877-AID-0001 (877-243-0001)