

The Telegraph

GNMH launches mobile crisis team

By Staff | Nov 25, 2020

NASHUA – Greater Nashua Mental Health recently announced that it is the new home to the Nashua area Mobile Crisis Response Team.

The Mobile Crisis Response Team at GNMH is available around the clock, seven days a week, 365 days a year and responds to calls from individuals experiencing a mental health or substance use crisis.

Although GNMH currently has a 24/7 emergency services program, the MCRT will provide an additional benefit of staff going directly to the individual, or individuals, in need. The goal is to de-escalate the situation and connect the person to the most appropriate care, rather than having the individual go to a local emergency room or being unnecessarily hospitalized or incarcerated. If a face-to-face meeting is needed, the team will arrive at the caller's location within the hour to conduct a comprehensive assessment and decide upon an intervention plan to ensure the safety of the person in crisis.

This program was previously run by Harbor Care, the agency formerly known as Harbor Homes.

“We appreciate all the work that Harbor Homes’ Mobile Crisis Response Team staff has done to get this program up and running, and we thank them for all the work they have done with their MCRT since its inception in 2015,”

said Dr. Cynthia Whitaker, president and CEO at GNMH. *“There is a vital need to continue this service in the Greater Nashua area and surrounding towns. The MCRT will continue to provide support to those experiencing a mental health or substance use crisis, ensuring that the caller receives timely and effective care, while also reserving other community resources for the situations that truly require that higher level of care.”*

The MCRT program at Greater Nashua Mental Health is already live, and the agency is looking to build the program over the next few months.

If you or someone you know is experiencing a mental health crisis, call the Greater Nashua Mental Health Emergency Services/MCRT line at 800-762-8191 any time of day or night. Non-English speakers can call 844-245-4545 to access emergency care through an interpreter.

For more information, call 603-889-6147, or visit <https://gnmhc.org/get-help-now>.