Mobile Crisis Response Team

What Does MCRT Do?
The Mobile Crisis Response Team (MCRT) provides short term crisis management for children, youth and adults experiencing a mental health crisis. A mental health crisis can be defined as the onset of an emotional disturbance or situational distress involving a sudden breakdown of an individual’s ability to cope.

Goals of MCRT Are To:
- stabilize clients in their home
- prevent unnecessary hospitalizations
- prevent unnecessary incarcerations
- save valuable police time

Who Is MCRT?
MCRT is a collaborative effort where registered psychiatric nurses and mental health professionals are dispatched at the request of law enforcement. In collaboration with all law enforcement in Polk County and Dallas County, Polk County Health Services contracts with Eyerly-Ball Community Mental Health Services to provide MCRT services.

What to Expect from MCRT:
- responds with the police officers
- completes a mental health assessment
- helps to stabilize situations with on-site crisis management
- one time medication management
- provide referrals for services
- if necessary--facilitates an emergency room mental health evaluation
- follow-up contacts

How To Access MCRT?
If you have a mental health crisis and are in need of emergency assistance, call 911. Tell the person answering the call clearly what the situation is and it is a mental health crisis.

If you would like to speak with a MCRT member regarding a non-emergent issue, please call Des Moines Dispatch at (515) 283-4811 and ask to speak with a MCRT member.

For non-emergency questions regarding MCRT, you can also contact:
  Kelly Drane, Des Moines Police Officer (515) 205-2270
  Deb De Jong, Team Leader (515) 729-3221