



Services to help you
- and your family - thrive.

For Providers & Professionals

For Clients & Families

 **Maine Crisis Line 1-888-568-1112** Voice & TTY

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Clinical Services

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Crisis Residential Units

For those in crisis who are in need of round-the-clock care on a short-term basis, Crisis & Counseling Centers offers an alternative to hospitalization. Crisis & Counseling Centers operates four crisis residential units (CRUs) in the Kennebec and Somerset county area - three for adults and one for children and teens. The houses provide a safe and caring environment for individuals in crisis. A stay at one of the houses is typically between one to seven days. The length of stay is determined by each client's need.

Admission Criteria

Admission to one of the crisis residential units is based on a recommendation by a crisis worker or by referral from another health care provider, and on the results of a completed mental health assessment.

Each of the houses operated by Crisis & Counseling Centers is staffed 24-hours a day by a professionally trained and caring staff. The houses can accommodate between two and five individuals each.

Assignment to a house is dependent on many factors, including who is already residing in the house. For instance, at our crisis residential unit for children and teens, the age of the children already admitted to the house will be considered. Other factors may include gender and the mental and emotional status of each resident.

What Happens During a Stay?

The overall goal of a stay at one of Crisis & Counseling Center's crisis residential units is for a client to stabilize. In order to achieve this, residential staff will develop a treatment plan with each individual. Staff work with clients on coping skills that help each person learn to deal with stress and symptoms of any mental illness they may have.

Regular use of any prescribed medication is supported and supervised. Time to process stressful situations — grief, financial pressures, family troubles, etc. — is made possible through meetings with clinical staff.

Family and significant others are involved as much as possible. Clients are reassessed on a daily basis and a safety plan is developed when they are discharged.

What Happens After a Client Leaves?

[Crisis OutReach](#) staff are available to clients who have been discharged if they need any additional support, including assistance with setting up recommended appointments with therapists or doctors or any other provider. OutReach staff may be reached through the same toll free crisis number, 1-888-568-1112.



In 2004, we were able to move our Waterville crisis residential services from a leased facility to a newly purchased and renovated house. A grant of \$250,000 from the Maine State Housing Authority made the purchase and improvements possible.

If you would like to help us with the upkeep and services at any of our residential sites, you can do so by making a donation or volunteering time. See our pages under "[Get Involved](#)" for more information.



Augusta House



Halifax House



Skowhegan House



Waterville House

[Printer-friendly page \(PDF\)](#)

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