

McNabb Center - Family Walk-In Center

This newly developed children's crisis continuum will seek to meet the need of acute outpatient assessment, response, referral, and treatment services for children's needing additional support in their natural environments. The program will operate a **Family Walk-In Center** from **8am-8pm 7-days a week**. The program will also have **24/7 wrap around on-call support** to respond to clinical crisis needs and connect to treatment services throughout the day.

The Children's Crisis Continuum staff can perform psychosocial (intake) assessments to refer children to services at McNabb Center (or refer out, as needed), and provide acute outpatient therapy or community based CCFT **services for up to 6-8 weeks**. After the treatment period, children and families will be referred out to the most appropriate level of ongoing care.

Staffing Structure:

1 Licensed Master's Level Program Coordinator
1 Master's Clinical Counselor
1 CCFT Team Leader
6 CCFT Case Managers
Prescriber coverage daily for medication services (limited hours daily TBD)

Criteria for Services:

- Child is under the age of 18
- No insurance required to receive services
- Must present with mental health needs that put the child or youth at imminent risk of not being able to maintain in their home environment or at risk for a higher level of care, such as inpatient or residential treatment.

Services Offered:

- Outpatient Therapy will prioritize referrals from MCU and other partners/staff that have children or youth in need of immediate therapy to address mental health needs that seeks to strengthen their current home, school, and community environments and preventing a higher level of care.
- The Comprehensive Child and Family Treatment (CCFT) program is a high intensity, time-limited service designed to provide stabilization, deter the "**imminent**" risk of state custody for the child, and assist the child in State Custody to maintain his/her status in the current placement and the least restrictive level of care. This includes availability of crisis response services. The primary goal of CCFT is to reach an appropriate point of *stabilization* so that the member can be transitioned to CTT or other clinically appropriate services. CCFT services are more *treatment oriented* and *situation specific*. They focus primarily on *short-term* stabilization goals with the intent to transferring the child/adolescent to services that will provide long-term stability.

Referral Process:

Family Walk in Center is located at:
5645 Merchants Center Blvd. Knoxville, TN 37912 (far left door)

**Families/Clients may walk in between 8am-8pm daily to be assessed for appropriate services.*

**If a child or youth is experiencing mental health symptoms that may be best supported by inpatient treatment, MCU will follow their normal workflow for assessment and determination of the best level of care.*

Additional questions can be sent to brett.cassidy@mcnabb.org or lindsay.stone@mcnabb.org