

# Riverside School-Based Mobile Crisis Intervention Clinician

Mobile Crisis Intervention (MCI) meets with people to evaluate, assess for risk, and intervene and stabilize during a behavioral health crisis. The City of Newton has partnered with Riverside MCI to designate a school-based mobile crisis intervention clinician to provide increased follow-up, communication, and coordination for youth and families in Newton.

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What constitutes a behavioral health crisis? We keep the definition of “crisis” intentionally broad in order to reduce barriers to support and treatment. We often meet with youth dealing with depression, anxiety, suicidal ideation, and self-harm, as well as trauma, mood and behavioral dysregulation, disordered eating, and even early psychosis. We are happy to consult over the phone to determine if an evaluation would be beneficial.

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Riverside MCI is insurance blind. We will see anyone regardless of the type of insurance they have, or lack of insurance. However, the types of services we can recommend and the types of referrals we can make are dependent on insurance.

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## For More Information Please Contact

**Shauna Caffrey**  
School-Based MCI Clinician  
[scaffrey@riversideecc.org](mailto:scaffrey@riversideecc.org)  
781-898-4973

**In Case of Emergency Call:**  
781-769-8674 or 800-529-5077

[riversideecc.org](http://riversideecc.org)

**1000 Commonwealth Ave**  
**Newton Centre MA, 02459**

**Riverside Community Care**

Leading the Way in Behavioral Healthcare & Human Services

# School-Based Mobile Crisis FAQ

## What is the best number to call to request an evaluation or in the case of an emergency?

Please call the Riverside Mobile Crisis office at **781-769-8674** or **800-529-5077**. The triage clinician at the office can let you know when I will be available for an evaluation, transfer your call directly to me, or send a different clinician from the mobile crisis team if I am not available.

## Can I contact the school-based MCI clinician directly?

Yes! I can be reached at my work cell phone 781-898-4973 or my email [scaffrey@riversidecc.org](mailto:scaffrey@riversidecc.org). Direct contact is most appropriate for consultations or follow-ups. **Please call the office at 781-869-8674 or 800-529-5077 to schedule evaluations or in the case of an emergency.**

## What do I need to do to make a referral?

You will need to call the Riverside MCI office and provide the student's name, date of birth, address, and parent contact information. You will also need to call the student's parent or guardian before making the referral to get verbal consent for Riverside MCI to complete an evaluation. **Verbal consent needs to be obtained every time Riverside MCI evaluates a student, even if Riverside MCI has seen the student before.**

## Do parents need to be present for an evaluation?

Parents can be present for the evaluation, but do not need to be present if they are unable to get to the school. **If parents cannot be present in-person, they should plan to be available by phone for the MCI clinician to call during or after the evaluation.**

## Where is the school-based MCI clinician located and where can evaluations take place?

I am located at Newton City Hall in the Health and Human Services Department. Evaluations can be completed at school, at the student's home, via telehealth, or in my office at city hall. **Evaluations can be completed wherever works best for the student, family, and school.**

## Which students can be evaluated by the school-based MCI clinician?

All students at Newton Public Schools, including students who live outside of Newton or are part of the METCO program, can meet with the school-based clinician for an evaluation at school. **Crisis evaluations or follow-up home visits cannot be conducted outside of the Riverside MCI service area.**

## What type of follow-up should I expect from the school-based clinician?

I will always try to get permission from parents and a signed release of information so that I can communicate with the school regarding evaluation, safety plans, treatment planning, and referrals. Occasionally, families request that I not communicate with the school. **If you have any questions about follow-up, please contact me to discuss and I will share whatever information I can.**

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