

Healing together, with care



WHAT WE DO

The Franklin County Crisis Care Center is now open, providing short-term, personalized emergency crisis services for adults experiencing a mental health and/or substance use crisis.

24/7 walk-in services

ensure that anyone in crisis can receive help at any time, without the need for an appointment or referral.

23-hour observation

offers short-term stabilization and intensive observation for up to 23 hours with a focus on ensuring a safe transition to the next level of care.

Discharge pharmacy services

supply each guest with all prescribed medications to carry them safely through to their next scheduled community provider appointment.

Connection to community-based resources

provides individuals with 'warm handoffs' before leaving the center. Non-medical resources for housing, food and transportation are also provided.

LOCATION

**465 Harmon Ave,
Columbus, OH 43223**

Centrally located just west of downtown Columbus and is easily accessible from the highway and by bus (COTA line 3).

HOURS

Open 24 hours a day, seven days a week, because a mental health crisis can occur at any time, day or night.

CONTACT US

If you are in crisis, call 988 for immediate assistance.

For center-specific information, please contact us directly:

- Center Phone: 614-222-3737
- Center Fax: 614-358-4201

WHO WE ARE

The **Franklin County Crisis Care Center** is funded by the Alcohol, Drug and Mental Health Board of Franklin County and serves as the new central and preferred destination in Franklin County for adult mental health and addiction crisis needs.

The center is operated by **Recovery Innovations**, a behavioral health care not-for-profit that has pioneered 24/7 crisis emergency centers and operates in eight states. Recovery Innovations has over 30 years' experience providing emergency care to adults experiencing a mental health and/or substance use crisis.



A mental health or addiction crisis can feel overwhelming – getting help shouldn't be.

PRINCIPLES OF CARE

Recovery Innovations operates under the following principles:



Safety

We strongly believe that safety – and the feeling of safety – is critical for all human beings. We create and maintain safety through our policies, processes, facilities and personnel.



Peer-Powered Services

Peer support specialists are trained caretakers who have been successful in the recovery process and who help others experiencing similar situations. Through shared understanding, respect and mutual empowerment, our peer support staff partners with other medical staff to meet our guests' psychological, emotional, social and clinical needs.



Rapid Engagement

Our rapid welcome process is led by peer support specialists, collaborating with appropriate mental health clinicians, to triage a guest's immediate needs and set them up for care.



General Guest Admission

Individuals presenting for care voluntarily by themselves or with their support systems will be welcomed into the facility through the lobby entrance. The triage process will be initiated quickly and timely by peer support specialists, followed by the nursing and clinical team members.



Performance Outcomes

All Recovery Innovations staff are certified, trained and re-trained annually in customer service, de-escalating conflicts and other crucial skills. Our facilities set specific goals and track measurable results for our guests and for the center itself.



Learn more:
FranklinCountyCrisis.org

Funded by:

ADAMH

Operated by:

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RECOVERY INNOVATIONS