

First CALL (Crisis Assistance and Local Linkage) Program

WHAT IS FIRST CALL?

The First CALL (Crisis Assistance and Local Linkage) Program is an alternative crisis response team serving Cleveland Heights, Shaker Heights, South Euclid, Richmond Heights and University Heights. The team includes behavioral health clinicians and peer support staff who engage with individuals experiencing mental health distress and substance use disorders.

HOW TO ACCESS FIRST CALL

To request support from the First CALL team, please dial 9-1-1. A trained operator will dispatch the most appropriate available response.

WHO DOES FIRST CALL HELP?

First CALL responds to any person in Cleveland Heights, Shaker Heights, South Euclid, Richmond Heights, and University Heights needing urgent help related to mental health distress, poverty, homelessness, substance misuse, resource needs and more.

OPERATIONS

- Hours of Operation: 10 am-6:30 pm, Monday to Friday
- Dispatch: Chagrin Valley Dispatch 911
- Staff: 4 licensed mental health clinicians and 3 peer supports
- Service Area: Cleveland Heights, Shaker Heights, South Euclid, Richmond Heights and University Heights

PARTNERS

- Cuyahoga County
- Alcohol, Drug Addiction, and Mental Health Services (ADAMHS) Board of Cuyahoga County
- COPS Office at the U.S. Department of Justice
- Cleveland State University
- Recovery Resources

CONTACT:

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