



Crisis Services

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DIVISION DIRECTOR, CRISIS SERVICES

Mobile Crisis Teams

licensed clinicians providing mental health crisis intervention to children & adults throughout Alameda County

Clinicians

Mobile Crisis Team (MCT)

Countywide

- Crisis intervention
- 5150/5585 assessment
- **Diversion**
- Referral to a wide range of mental health & SUD services
- Currently: **Mon-Fri 10am-8pm**
- Dispatched via 911 or by calling (510) 891-5600
 - Planned expansion to 7 days a week soon!

Clinician & Officer

Mobile Evaluation Team (MET)

Oakland

- Crisis intervention
- 5150/5585 assessment
- **Diversion**
- Referral to a wide range of mental health & SUD services
- Currently: **Mon-Thurs 8am-3pm**
- Dispatched via 911 or by calling (510) 891-5600
 - Planned expansion 7 days a week soon!

Clinician & EMT

Community Assessment & Transport Teams (CATT)

Oakland, San Leandro, Hayward, Fremont, Union City, Newark

- Crisis intervention
- 5150/5585 assessment
- **Diversion**
- Referral & **transportation** to a wide range of mental health & SUD services
- **7 days a week 7:30 am-11pm !**
- **Dispatched via 911**

Outreach and Engagement Teams

Staffed primarily by peers and others with lived experience

Community Connections

Field outreach specifically for homeless individuals.

Linkage to

- homeless programs
- mental health services primary care, substance use treatment, and other social services

Care Coordination

Familiar Faces

Phone and field outreach specifically for individuals with frequent contact with crisis mental health services. Many have low participation in voluntary services.

- Engagement in ongoing mental health services
- Care coordination
- Information and referral

Post Crisis Follow-Up \ Crisis Connect

Telephonic outreach to individuals 24-48hrs after contact with mobile crisis teams or psychiatric emergency services, (PES) at John George Psychiatric Hospital.

- Prevent subsequent crisis
- Encourage follow up care
- Linkage, crisis assessment, care coordination
 - (follow-up at Willow Rock and Children's Hosp Oakland planned)

How to contact ACBH Crisis Services to consult, request mobile crisis or outreach team?

Call us directly at **(510) 891-5600** and ask **for an on duty clinician** who will determine the most appropriate team to respond.

Mon-Fri 8am-5:30pm

*Many calls are generated by law enforcement; we also receive referrals from individuals/community, other service providers, etc.



SBAR for Consultation – (510) 891-5600, ask for the on-duty clinician

5

SBAR is a clear and concise method used for conversations that require immediate attention and action.

SBAR can also be used for non-urgent consultation or situations that require follow-up with an individual post crisis, or to address other chronic mental health issues.

▶ **Situation**

- ▶ What's happening?
- ▶ *"I've been working with a woman who's been living in an encampment for 6 months. She appears to have mental health issues of concern. Others report that she is often talking to herself, in distress, dressed inappropriately and seems paranoid".*

▶ **Background**

- ▶ What is the pertinent background information?
- ▶ *"She reports being homeless after her grandmother died last year. As a child she was in therapy and was prescribed meds for childhood trauma".*

▶ **Assessment**

- ▶ What is your assessment of the situation?
- ▶ *"She needs to be evaluated for hospitalization". "She needs to be connected to care" "I'm not sure what she needs; she is not doing well overall".*

▶ **Recommendation**

- ▶ What is your recommendation? *"An outreach team that can link her to mental health services".*
- ▶ What assistance do you need from Crisis Services? *"Meet us at the location for a warm handoff".*

Crisis Services Response Times

- ▶ Mobile teams will respond on day of referral. (15-20 min goal, but varies depending on type of call, location, traffic, etc.)



- ▶ Post Crisis Follow-Up Team will attempt contact 24-48hrs after a crisis event.
 - ▶ At least 3 attempts
 - ▶ Will refer to other crisis services for field follow-up as needed.
- ▶ Other outreach teams will attempt engagement same day or as soon as possible.
 - ▶ They will continue as long as appropriate and/or until individual is connected to services.

There are situations that require law enforcement and/or paramedics.

Call 911 for mental health **emergencies involving imminent danger to self or others.**

Request a “CIT officer”

(an officer who has had **Crisis Intervention Training**)

Have **AB 1424 Form** ready for officers when they arrive.

Provide as many relevant details as possible:

- What's happening now? Any history with law enforcement?
- History of hospitalizations? Symptoms such as paranoia, or hallucinations, depression, etc.
- <https://youtu.be/rc8O7-Q7Ufw>

Same Day Urgent Medication Clinics (for adults)

Oakland Community Support

7200 Bancroft Ave,
Oakland

(510)777-3800

*Mon-Fri 8:30am-3:00pm

Tri-City Community Support Center

39155 Liberty St,
#G710, Fremont

(510)795-2434

*Wed & Fri 1:00pm-5:00pm

Valley Mental Health Services

3730 Hopyard,
Pleasanton

(925)551-6851

*Mon-Fri 8:30-5pm

Crisis Residential Treatment

alternatives to psychiatric hospitalization

▶ **Jay Mahler Recovery Center (CRT)**

15430 Foothill Blvd, San Leandro, CA 94578, (510)357-3562

▶ **Woodroe Place (CRT)**

22505 Woodroe Ave, Hayward, CA 94541, (510)613-0330

▶ **Amber House CRT & Crisis Stabilization Unit, (CSU)**

516 31st St. Oakland, 94609

(510) 379-4179

* Call ahead, services are voluntary, participants can stay up to two weeks in a CRT, 23hrs in a CSU

Crisis Assessment & Care for Children

▶ **Willow Rock**

- ▶ 2050 Fairmont Drive, San Leandro
- ▶ (510)483-3030 ext.3
- ▶ Minors 12-17 y/o

▶ **UCSF Benioff Children's Hospital Oakland**

- ▶ 747 52nd Street Oakland
- ▶ (510)428-3000
- ▶ Minors 11y/o and younger

More Crisis Resources

- ▶ Crisis Support Services (24hr crisis line) : (800)309-2131
- ▶ Crisis Support Services (text line) : text “safe” to 20121
*4pm-11pm 7days a week
- ▶ Nationwide Hotline : (800) 273-TALK (273-8255)
- ▶ City of Berkeley Adult and Crisis Services (510)981-5290
*Berkeley and Albany only
*Berkeley Mobile Crisis : (510)981-5254

Crisis Resources : Language Specialty

- ▶ Spanish : La Clinica (510) 535-6200 (Oakland)
- ▶ Spanish: La Familia(510)881-5921 (Hayward)
- ▶ Asian Languages : Asian Health Services (510) 569-7200
- ▶ Deaf : (510) 957-5465
- ▶ Hearing Impaired(510) 984-1653

Before you call 911

Ask yourself...

- ▶ Is there an imminent health or safety risk?

If not, **call ACBH Crisis Services at (510) 891-5600, Mon-Fri 8am-6pm** for consultation, referral, and guidance.

- ▶ Ask for the On-Duty Clinician, who can dispatch the appropriate team to respond and support you.

When do you need to call 911?

If your family member or loved one is threatening to harm themselves, you, or another person OR exhibiting violent behavior then you need to call 911.

- ▶ **Request** that police send Crisis Intervention Trained (CIT) officers who have been through additional training on how to handle psychiatric emergencies.
- ▶ **Prepare** your home before responders arrive by removing any items that could be used or perceived as a weapon. Turn on all the lights in your home to improve visibility and reduce distractions (turn off televisions, stereos).
- ▶ **Meet** the police officers or crisis responder outside before they interact with your loved one. Be prepared to give a brief history of your loved one's behavior.

Before you call 911

▶ **be prepared to answer the following 6 Ws**

- ▶ **Where:** Responders need to know is where you are located, don't assume they can pick up the address location from a cellphone.
- ▶ **Who:** Identify the person who needs help? The dispatcher will ask you the name, age, ethnicity, and what the person you are calling for is wearing.
- ▶ **What:** Tell the responders that this is a psychiatric emergency.
- ▶ **Why:** Please reiterate that this is a mental health call and share if they have a formal diagnoses.
- ▶ **When:** Did the mental health crisis happen last night, this morning, or is it happening right now?
- ▶ **Weapons:** Be very clear to state if there are weapons involved in the mental health crisis.

When the Officer Arrives

- ▶ Tell officers what you have seen or heard; stick to the facts.
- ▶ Explain what is happening now.
- ▶ Tell officers what interventions have or have not worked in the past.
- ▶ If your friend or family member is being transported for care, find out where.
- ▶ **Remain Calm** -Take a deep breath. Doing so will help you speak clearly and calmly.

Information and Assessment for ACBH System Wide Services

ACCESS PROGRAM
1-800-491-9099

Substance Use Access & Referral Helpline
1-844-682-7215

*ACCESS works closely with Crisis Services and will refer directly to us if needed

Questions???



Thank You!!!!!!