# Family Inputs for 5150 Crisis

## Good to Know
- **Assembly Bill 1424** – Gives you rights to provide information that must be considered in a 5150 process.
- Keep an eye out for early warning signs (e.g. withdrawing more, agitated, neglecting personal hygiene, talking to self, paranoia, missing or refusing meds)
- Find out the local Non-Emergency phone number for your city. Remember to ask for CIT officer in a crisis.
- For San Jose, call 3-1-1 from landline and 408-277-8900 if calling from a cellphone.

## What To Do?
- Complete AB1424 Form
- Use clear, concise, fact-based details of specific behaviors or incidents. **Keep this short.**
- Make 3+ copies of this document. Give it to:
  - Psychiatrist
  - Case manager
  - Medical Charts
- HIPAA Laws prohibit hospital staff from disclosing information to you unless your loved one has signed ROA. Routinely ask your loved one to sign a ROA**.
- Develop a Wellness and Recovery Action Plan (WRAP®) for a crisis by attending family WRAP support groups.
- Consider getting a Psychiatric Advanced Directive (PAD) for your loved one to use when they are too ill to make decisions.
- Build you support team – through attending family support groups, family and friends.

**ROA – Release of Authorization (allows hospital staff to update you) [must be signed within 60 days of its use, expires 180 days after it is signed for SJBH]. ROA is on hospital’s website.**

## Resources
- Mental Health Call Center (MHCC), 1-800-704-0900 for information and referrals to county mental health. Press 1 – suicide hotline (24/7) Press 2 – crisis intervention (24/7)/request mobile crisis response team (8am -8 pm)
- KidConnections Network of Care (24/7) – Ph. 1 (800) 704-0900 Network of Care Referral Process for children ages 0-5 and their families. Referral Fax: 1 (408) 938-4536
- Substance Use Services/Gateway Dept. of Alcohol & Drug Services: Ph. 1-800-488-9919 (Mon-Fri) 8am-5pm
- Office of Family Affairs: 1 (408) 792-2166 Family WRAP® family support group Meets Every Wed, 6:30–8 P.M.2221 Enborg Ln (enter through side patio door).  

## Self-Care – Model resilience by taking care of yourself.
- **NAMI Family to Family** Class: Equips you with tools to support your loved one.
- **Family Support Groups**: Find support & resources from other families.

## During a Crisis
- **Mobile Crisis Response Team**: 1-800-704-0900 option# 2
- **Local Suicide & Crisis Hotline**: Toll-Free 24/7: 1-855-278-4204
  - **Crisis Text Line**: Text RENEW to 741741
- **MH Urgent Care**: 871 Enborg Ln, #100, SJ Walk-in. **Daily; 8am-10pm**
  - **MediCal/MediCare/No private insurance**
  - **For Minors**: call Uplift: 1-877-412-7474 or 408-379-9085
  - **Bill Wilson Center’s SOS Crisis Hotline**: 408-278-2585 (5-17yr)
  - **Your Non-Emergency Police Number. (ask for CIT officers)**
- **For San Jose**: 3-1-1 (from landline) 408-277-8900 (from cell phone)
  - Call 9-1-1 only if worried about anyone’s safety and ask for CIT officers.

- **Call family/friends for immediate in-person support for YOU.**
- **Try to get your loved one to go voluntarily to MH Urgent Care/EB to avert 5150 hold if possible.**
- If calling 9-1-1, request:
  - No Sirens
  - Ask for CIT officers or Mobile Crisis Response Team (Uplift)
  - Provide only facts and be brief
- Inform your loved one’s psychiatrist (if they have one) of the current events.
- Provide Updated AB1424 Form/Family Input Form copies to EPS (for charts, provider and case manager)
- Prepare a labeled bag w/slippers, vanities, sweats etc. (no strings allowed) for hospital.
- Put your WRAP plan into action.

- **Know what to expect when you call 9-1-1 [here](https://www.namisantaclara.org.)**
- The CIT officers/EPS may decide NOT to hold your loved one at EPS.
- Call NAMI-SCC Warmline HelpDesk:
  - 408-453-0400 option 1
- Taken to Jail? Learn what to do at “Family Member Arrested” Page on [www.namisantaclara.org](http://www.namisantaclara.org)

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As of 2019/08/15
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<thead>
<tr>
<th>Family Inputs for 5150 Crisis</th>
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<tbody>
<tr>
<td><strong>After A Crisis</strong></td>
<td><strong>What To Do?</strong></td>
<td><strong>Resources</strong></td>
</tr>
<tr>
<td>The agency will not call the patient to follow-up on the referral. EPS or MHCC, will give the patient a written referral for follow-up services. Referral will include</td>
<td>Help your loved one with the referral follow up.</td>
<td>Attend Family Support Groups to find support and learn about resources for your loved one. Call NAMI Warmline option 1 to find one or look in Resource Guide at <a href="http://www.namisantaclara.org">www.namisantaclara.org</a></td>
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<td>• The name of the referral agency.</td>
<td>• Find out the referral agency and date of the appointment.</td>
<td>Self-Care – Model resilience by taking care of yourself.</td>
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<tr>
<td>• The date of the follow-up appointment.</td>
<td>• Get your loved one to sign consent form that will give you permission to work with their case manager.</td>
<td>NAMI Family to Family Class: Equips you with tools to support your loved one.</td>
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<td>The outpatient service provider will not start the process without an in-person appointment with the patient.</td>
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<td>Family Support Groups: Find support &amp; resources from other families.</td>
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<td><strong>Treatment</strong></td>
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<td>Referral from either EPS or MHCC for treatment will contain the name of the agency that will provide the treatment (for eg, Momentum, Telecare...)</td>
<td>• Help your loved one with the Open Case Meeting with treatment provider agency.</td>
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<td>• An appointment MUST be made with the referral service organization for</td>
<td>• Once a case is open, a Case Manager will be assigned. (Sometimes, another appointment is necessary to meet with the Case manager).</td>
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<td>o an in-person interview,</td>
<td>• The Case Manager will coordinate appointments with psychologists, psychiatrists, housing assistance, SSI/SSDI assistance, medication, rehabilitation services and many other services. (KEY: Store the Name and Contact information of the Case Worker.)</td>
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<td>o complete the paperwork</td>
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<td>o Sign the agreement for treatment.</td>
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<td>• A case manager will be assigned at the meeting that is called open case meeting.</td>
<td>• Call NAMI Warmline for guidance or resources</td>
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<td>• The case will be closed if the patient does not show up for the open case meeting.</td>
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EPS – Emergency Psychiatric Services
MHCC – Mental Health Call Center (also referred to as Behavioral Health Call Center)
CIT Officer – Crisis Intervention Team Officer. CIT officers: Crisis Intervention Team officers are specially trained officers to call when you are concerned about your loved one's safety. They have received 40-hr training in mental health de-escalation.
MH Urgent Care – Mental Health Urgent Care (also called Urgent Psychiatric Care)