

Family Inputs for 5150 Crisis

| | Good to Know | What To Do? | Resources |
|------------------------|--|--|---|
| Before A Crisis | <p>Assembly Bill 1424 – Gives you rights to provide information that must be considered in a 5150 process.</p> <p>Keep an eye out for early warning signs (e.g. withdrawing more, agitated, neglecting personal hygiene, talking to self, paranoia, missing or refusing meds)</p> <p>Find out the local Non-Emergency phone number for your city. Remember to ask for CIT officer in a crisis.</p> <p>For San Jose, call 3-1-1 from landline and 408-277-8900 if calling from a cellphone.</p> <p>Try to avoid calling 9-1-1 if possible. Consider taking your loved one to the doctor when you see early warning signs, as they are more likely to be compliant and willing to get care.</p> | <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 on 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. <p>**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.</p> | <p>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)</p> <p>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</p> <p>Substance Use Services/Gateway Dept. of Alcohol & Drug Services: Ph. 1-800-488-9919 (Mon-Fri) 8am-5pm</p> <p>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).</p> <p>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.</p> |
| During a Crisis | <p>Mobile Crisis Response Team: 1-800-704-0900 option# 2</p> <p>Local Suicide & Crisis Hot Line: Toll-Free 24/7: 1-855-278-4204</p> <p>Crisis Text Line: Text RENEW to 741741</p> <p>MH Urgent Care: 871 Enborg Ln, #100, SJ Walk-in. Daily; 8am-10pm MediCal/MediCare/No private insurance</p> <p>For Minors: call Uplift : 1-877-412-7474 or 408-379-9085</p> <p>Bill Wilson Center's SOS Crisis Hotline: 408-278-2585 (5-17yr)</p> <p>Your Non-Emergency Police Number. (ask for CIT officers)</p> <p>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.</p> | <ul style="list-style-type: none"> Call family/friends for immediate in-person support for YOU. Try to get your loved one to go voluntarily to MH Urgent Care/ER to avert 5150 hold if possible. If calling 9-1-1, request <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> Know what to expect when you call 9-1-1 here 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 <p>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.</p> |

Family Inputs for 5150 Crisis

| | Good to Know | What To Do? | Resources |
|-----------------------|---|---|--|
| After A Crisis | <p>The agency <u>will not call the patient to follow-up on the referral.</u> EPS or MHCC, will give the patient a written referral for follow-up services. Referral will include</p> <ul style="list-style-type: none"> The name of the referral agency. The date of the follow-up appointment. <p>The outpatient service provider will not start the process without an in-person appointment with the patient.</p> | <ul style="list-style-type: none"> Help your loved one with the referral follow up. Find out the referral agency and date of the appointment. Get your loved one to sign consent form that will give you permission to work with their case manager. | <p>Attend Family Support Groups to find support and learn about resources for your loved one. <i>Call NAMI Warmline option 1 to find one or look in Resource Guide at www.namisantaclara.org</i></p> <p>Self-Care – Model resilience by taking care of yourself.</p> <p>NAMI Family to Family Class: Equips you with tools to support your loved one.</p> <p>Family Support Groups: Find support & resources from other families.</p> |
| Treatment | <p>Referral from either EPS or MHCC for treatment will contain the name of the agency that will provide the treatment (for eg, Momentum, Telecare...)</p> <ul style="list-style-type: none"> An appointment MUST be made with the referral service organization for <ul style="list-style-type: none"> an in-person interview, complete the paperwork Sign the agreement for treatment. A case manager will be assigned at the meeting that is called open case meeting. The case will be closed if the patient does not show up for the open case meeting. | <ul style="list-style-type: none"> Help your loved one with the Open Case Meeting with treatment provider agency. Once a case is open, a Case Manager will be assigned. <i>(Sometimes, another appointment is necessary to meet with the Case manager).</i> 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.) | <ul style="list-style-type: none"> Call NAMI Warmline for guidance or resources <p>Self-Care – Model resilience by taking care of yourself.</p> <p>NAMI Family to Family Class: Equips you with tools to support your loved one.</p> <p>Family Support Groups: Find support & resources from other families.</p> |

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 ones safety. They have received 40-hr training in mental health de-escalation.

MH Urgent Care – Mental Health Urgent Care (also called Urgent Psychiatric Care)