## 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.

**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.

## 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 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 your 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.

## Before A Crisis

**Mobile Crisis Response Team**: 1-800-704-0900 option # 2  
**Local Suicide & Crisis Hot Line**: 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)*

## During a Crisis

- 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  
    - 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](#)  
- 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

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As of 2019/08/15
## Good to Know

**After A Crisis**
- 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:
  - The name of the referral agency.
  - The date of the follow-up appointment.
- The outpatient service provider will not start the process without an in-person appointment with the patient.

## What To Do?

- 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.

## Resources

- 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 [www.namisantaclar.org](http://www.namisantaclar.org)
- **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.

## Treatment

- Referral from either EPS or MHCC for treatment will contain the name of the agency that will provide the treatment (for eg, Momentum, Telecare...)
  - An appointment MUST be made with the referral service organization for:
    - 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.

- Help your loved one with the **Open Case Meeting** with treatment provider agency.
  - Once a case is open, a Case Manager will be assigned. *(Sometimes, another appointment is necessary to meet with the Case manager)*.
  - 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)*.

- Call NAMI Warmline for guidance or resources
- **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.

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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)