

## Family Inputs for 5150 Crisis

|                        | Good to Know   | What To Do?   | Resources  |
|------------------------|--|---|--|
| <b>Before a Crisis</b> | <p><a href="#">Assembly Bill 1424</a> – 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 <b>local non-emergency phone number</b> for your city. Remember to ask for CIT officer in a crisis.</p> <p><b>Try to avoid calling 911 if possible.</b> 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"> <li>Complete <a href="#">AB1424 Form</a></li> <li>Use clear, concise, fact-based details of specific behaviors or incidents. <b>Keep this short.</b></li> <li>Make <b>3+ copies</b> of this document. Give it to             <ul style="list-style-type: none"> <li>Psychiatrist</li> <li>Case manager</li> <li>Medical charts</li> </ul> </li> <li>HIPAA laws prohibit hospital staff from disclosing information to you unless your loved one has signed ROI. Routinely ask your loved one to sign a ROI*.</li> <li>Develop a Wellness and Recovery Action Plan (WRAP®) for a crisis by attending family WRAP support groups.</li> <li>Consider getting a Psychiatric Advanced Directive (PAD) for your loved one to use when they are too ill to make decisions.</li> <li>Build your support team – through attending family support groups, family and friends.</li> </ul> <p>*ROI – Release of Information (allows hospital staff to update you) <i>[must be signed within 60 days of its use, expires 180 days after it is signed for SJBH]</i>. ROI is on hospital’s website.</p> | <p><b>Behavioral Health Call Center (BHCC), 800-704-0900</b> for information and referrals to county mental health.</p> <p>Press 1 – Suicide hotline, TRUST, MCRT<br/>Press 2 – Referrals to BH or SUT services<br/>Press 3 – Assisted Outpatient Treatment<br/>Press 4 – Behavioral Health Navigators</p> <p><b>Office of Family Affairs:</b> (408) 792-2166<br/>Family WRAP® family support groups</p> <p><b>Self-care</b> – Model resilience by taking care of yourself.<br/><a href="#">NAMI Family to Family</a> Class: Equips you with tools to support your loved one.<br/><a href="#">Family Support Groups</a>: Find support &amp; resources from other families.</p> |
| <b>During a Crisis</b> | <p><b>Crisis &amp; Suicide Prevention Lifeline: 988</b><br/>or 800-704-0900 option #1</p> <p>What to expect when you call 988: <a href="#">here</a></p> <p><b>Crisis Text Line:</b> Text <b>RENEW</b> to <b>741741</b></p> <p><b>BH Urgent Care:</b> 2221 Enborg Ln, SJ. Walk-in. <b>Daily; 8am-7pm</b><br/><i>MediCal/MediCare/No private insurance</i></p> <p>Call <b>911 only if worried about anyone’s safety and ask for CIT officers.</b></p>  | <ul style="list-style-type: none"> <li>Call family/friends for immediate in-person support for <b>YOU</b>.</li> <li><b>Try to get your loved one to go voluntarily to BH Urgent Care/ER to avert 5150 hold if possible.</b></li> <li>If calling 911, request             <ul style="list-style-type: none"> <li>No sirens</li> <li>Ask for CIT officers or Mobile Crisis Response Team</li> <li>Provide only facts and be brief</li> </ul> </li> <li>Inform your loved one’s psychiatrist (if they have one) of the current events.</li> <li>Provide updated <a href="#">AB1424 Form/Family Input Form</a> copies to EPS (for charts, provider and case manager).</li> <li>Prepare a labeled bag w/slippers, toiletries, sweats etc. (no strings allowed) for hospital.</li> <li>Put your WRAP plan into action.</li> </ul>   | <ul style="list-style-type: none"> <li>What to expect when you call 911: <a href="#">here</a></li> <li>The CIT officers/EPS may decide NOT to hold your loved one at EPS.</li> <li>Taken to jail? Learn what to do at <a href="#">“Family Member Arrested”</a></li> <li>Call <b>NAMI-SCC Helpline: 408-453-0400 option 1</b></li> </ul> <p><b>Self-care</b> – Model resilience by taking care of yourself.<br/><a href="#">NAMI Family to Family</a> Class: Equips you with tools to support your loved one.<br/><a href="#">Family Support Groups</a>: Find support &amp; resources from other families.</p>  |

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| <b>After a Crisis</b> | <p><b>The agency will not call the patient to follow-up on the referral.</b></p> <p>EPS or BHCC will give the patient a written referral for follow-up services.</p> <p>Referral will include</p> <ul style="list-style-type: none"> <li>The name of the referral agency.</li> <li>The date of the follow-up appointment.</li> </ul> <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"> <li>Help your loved one with the referral follow up.</li> <li>Find out the referral agency and date of the appointment.</li> <li>Get your loved one to sign consent form that will give you permission to work with their case manager.</li> </ul>  | <p>Attend Family Support Groups to find support and learn about resources for your loved one. <i>Call NAMI Helpline option 1 to find one or look in Resource Guide at <a href="https://namisantaclara.org/newsletters-2-2/">https://namisantaclara.org/newsletters-2-2/</a></i></p> <p><b>Self-care</b> – Model resilience by taking care of yourself.</p> <p><b>NAMI Family to Family</b> Class: Equips you with tools to support your loved one.</p> <p><b>Family Support Groups</b>: Find support &amp; resources from other families.</p> |
| <b>Treatment</b>      | <p>Referral from either EPS or BHCC for treatment will contain the name of the agency that will provide the treatment (e.g. Momentum, Telecare, etc.)</p> <ul style="list-style-type: none"> <li>An appointment <b>MUST</b> be made with the referral service organization for <ul style="list-style-type: none"> <li>an in-person interview</li> <li>completing the paperwork</li> <li>signing the agreement for treatment.</li> </ul> </li> <li>A case manager will be assigned at the meeting, which is called <b>open case meeting</b>.</li> <li><b>The case will be closed if the patient does not show up for the open case meeting.</b></li> </ul> | <ul style="list-style-type: none"> <li>Help your loved one with the <b>open case meeting</b> with the treatment provider agency.</li> <li>Once a case is open, a Case Manager will be assigned. <i>(Sometimes another appointment is necessary to meet with the Case Manager.)</i></li> <li>The Case Manager will coordinate appointments with psychologists, psychiatrists, housing assistance, SSI/SSDI assistance, medication, rehabilitation services, and many other services. <b>(KEY: Store the name and contact information of the Case Manager.)</b></li> </ul> | <ul style="list-style-type: none"> <li>Call <b>NAMI-SCC Helpline for guidance or resources: 408-453-0400 option 1</b></li> </ul> <p><b>Self-care</b> – Model resilience by taking care of yourself.</p> <p><b>NAMI Family to Family</b> Class: Equips you with tools to support your loved one.</p> <p><b>Family Support Groups</b>: Find support &amp; resources from other families.</p>  |

**EPS** – Emergency Psychiatric Services

**BHCC** – Behavioral Health Call Center

**CIT Officer** – Crisis Intervention Team Officer. CIT 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.

**BH Urgent Care** – Behavioral Health Urgent Care

**For questions, resources, guidance, and support, call the NAMI-SCC Helpline at (408) 453-0400 option 1 Monday through Friday 10am to 6pm, or come into the NAMI office at 1150 S. Bascom Ave #24 SJ, M-F 10am to 2pm.**