# Family Inputs for 5150 Crisis

## Before a Crisis

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<th>Good to Know</th>
<th>What To Do?</th>
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| Assembly Bill 1424 – Gives you rights to provide information that must be considered in a 5150 process. | • 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  
  o Psychiatrist  
  o Case manager  
  o Medical charts  
• 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*.  
• 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.  
• *ROI – Release of Information (allows hospital staff to update you) [*must be signed within 60 days of its use, expires 180 days after it is signed for SJBH*]. ROI is on hospital’s website. | Behavioral Health Call Center (BHCC), 800-704-0900 for information and referrals to county mental health.  
Press 1 – Suicide hotline, TRUST, MCRT  
Press 2 – Referrals to BH or SUT services  
Press 3 – Assisted Outpatient Treatment  
Press 4 – Behavioral Health Navigators |

Find out the local non-emergency phone number for your city. Remember to ask for CIT officer in a crisis.  
**Try to avoid calling 911 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.

## During a Crisis

| Crisis & Suicide Prevention Lifeline: 988  
or 800-704-0900 option #1 | What to Do? | Resources |
|---------------------------|-------------|-----------|
| What to expect when you call 988: [here](https://example.com)  
Crisis Text Line: Text RENEW to 741741  
BH Urgent Care: 2221 Enborg Ln, SJ. Walk-in. Daily; 8am-7pm  
MEDICal/MediCare/No private insurance | • Call family/friends for immediate in-person support for YOU.  
• Try to get your loved one to go voluntarily to BH Urgent Care/ER to avert 5150 hold if possible.  
• If calling 911, request  
  o No sirens  
  o Ask for CIT officers or Mobile Crisis Response Team  
  o 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, toiletries, sweats etc. (no strings allowed) for hospital.  
• Put your WRAP plan into action. | • What to expect when you call 911: [here](https://example.com)  
• The CIT officers/EPS may decide NOT to hold your loved one at EPS.  
• Taken to jail? Learn what to do at “Family Member Arrested”  
• Call NAMI-SCC Helpline: 408-453-0400 option 1 |
| Call 911 only if worried about anyone’s safety and ask for CIT officers. | | |

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<td>The agency will not call the patient to follow-up on the referral. EPS or BHCC 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.</td>
<td>• 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.</td>
<td>Attend Family Support Groups to find support and learn about resources for your loved one. Call NAMI Helpline option 1 to find one or look in Resource Guide at <a href="https://namisantaclara.org/newsletters-2-2-2/">https://namisantaclara.org/newsletters-2-2-2/</a> 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 &amp; resources from other families.</td>
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| Treatment | 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.) • An appointment MUST be made with the referral service organization for o an in-person interview o completing the paperwork o signing the agreement for treatment. • A case manager will be assigned at the meeting, which 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 the 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 Manager.) | Call NAMI-SCC Helpline for guidance or resources: 408-453-0400 option 1 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. |

- **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.