



# Crisis Services

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# Mobile Crisis Teams

licensed clinicians providing mental health crisis intervention to children & adults throughout Alameda County

## Clinicians

Mobile Crisis Team (MCT)

Countywide

- Crisis intervention
- 5150/5585 assessment
- **Diversion**
- Referral to a wide range of mental health & SUD services
- Currently: Mon-Fri 10am-8pm
- Dispatched via 911 or by calling (510) 891-5600
  - Planned expansion to 7 days a week soon!

## Clinician & Officer

Mobile Evaluation Team (MET)

Oakland

- Crisis intervention
- 5150/5585 assessment
- **Diversion**
- Referral to a wide range of mental health & SUD services
- Currently: Mon-Thurs 8am-3pm
- Dispatched via 911 or by calling (510) 891-5600
  - Planned expansion 7 days a week soon!

## Clinician & EMT

Community Assessment & Transport Teams (CATT)

Oakland, San Leandro, Hayward

\*Later in Fremont

- Crisis intervention
- 5150/5585 assessment
- **Diversion**
- Referral **& transportation** to a wide range of mental health & SUD services
- **Starting late July 2020, 7 days a week 7am-11pm !**
- **Dispatched via 911**

# Outreach and Engagement Teams

Staffed primarily by peers and others with lived experience

## Community Connections

Field outreach specifically for homeless individuals.

Linkage to

- homeless programs
- mental health services  
primary care, substance use  
treatment, and other social  
services.

Care Coordination

## Familiar Faces

Phone and field outreach specifically for individuals with frequent contact with crisis mental health services. Many have low participation in voluntary services.

- Engagement in ongoing mental health services
- Care coordination
- Information and referral

## Post Crisis Follow-Up \ Crisis Connect

Telephonic outreach to individuals 24-48hrs after contact with mobile crisis teams or psychiatric emergency services, (PES) at John George Psychiatric Hospital.

- Prevent subsequent crisis
- Encourage follow up care
- Linkage, crisis assessment, care coordination
  - (follow-up at Willow Rock and Children's Hosp Oakland planned)

# How to contact ACBH Crisis Services to consult, request mobile crisis or outreach team?

Call us directly at **(510) 891-5600** and ask **for an on duty clinician** who will determine the most appropriate team to respond.

**Currently: Mon-Fri 8am-5pm, after hours call ACCESS (800) 491-9099**

\*Many calls are generated by law enforcement; we also receive referrals from individuals/community, other service providers, etc.



# Crisis Services Response Times

- ▶ Mobile teams will respond on day of referral.



- ▶ Post Crisis Follow-Up Team will attempt contact 24-48hrs after a crisis event.
  - ▶ At least 3 attempts
  - ▶ Will refer to other crisis services for field follow-up as needed.
- ▶ Other outreach teams will attempt engagement same day or as soon as possible.
  - ▶ They will continue as long as appropriate and/or until individual is connected to services.

There are situations that require law enforcement and/or paramedics.

Call 911 for mental health **emergencies involving imminent danger to self or others.**

### **Request a “CIT officer”**

(an officer who has had **Crisis Intervention Training**)

### **Provide as many relevant details as possible:**

- What's happening now? Any history with law enforcement?
- History of hospitalizations? Symptoms such as paranoia, or hallucinations, depression, etc.

Have **AB 1424 Form** ready for officers when they arrive.

# Information and Assessment for ACBH System Wide Services

ACCESS PROGRAM  
**1-800-491-9099**

Substance Use Access & Referral Helpline  
**1-844-682-7215**

\*ACCESS works closely with Crisis Services and will refer directly to us if needed

The **ACCESS** Program is the system wide point of contact for information, screening and referrals for mental health services for Alameda County residents who have or are eligible for Medi-Cal or indigent, (no insurance).

**ACCESS** is a telephone service staffed from 8:30-5:00 Mon-Fri by licensed mental health clinicians and administrative support for both general behavioral health questions and determining eligibility for a range of outpatient services.

After hours calls are answered by **Crisis Support Services**

\*ACCESS & Crisis Support Services work closely with Crisis Services and can refer directly to us if needed.

# Same Day Urgent Medication Clinics (for adults)

## Oakland Community Support

7200 Bancroft Ave,  
Oakland

(510)777-3800

\*Mon-Fri 8:30am-3:00pm

## Tri-City Community Support Center

39155 Liberty St,  
#G710, Fremont

(510)795-2434

\*Wed & Fri 1:00pm-5:00pm

## Valley Mental Health Services

3730 Hopyard,  
Pleasanton

(925)551-6851

\*Mon-Fri 8:30-5pm

# Crisis Residential Treatment

alternatives to psychiatric hospitalization

▶ **Jay Mahler Recovery Center (CRT)**

15430 Foothill Blvd, San Leandro, CA 94578, (510)357-3562

▶ **Woodroe Place (CRT)**

22505 Woodroe Ave, Hayward, CA 94541, (510)613-0330

▶ **Amber House CRT & Crisis Stabilization Unit, (CSU)**

516 31<sup>st</sup> St. Oakland, 94609

(510) 379-4179

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\* Call ahead, services are voluntary, participants can stay up to two weeks in a CRT, 23hrs in a CSU

# More Crisis Resources

- ▶ Crisis Support Services (24hr crisis line) : (800)309-2131
- ▶ Crisis Support Services (text line) : text “safe” to 20121  
\*4pm-11pm 7days a week
- ▶ Nationwide Hotline : (800) 273-TALK (273-8255)
- ▶ City of Berkeley Adult and Crisis Services (510)981-5290  
\*Berkeley and Albany only  
\*Berkeley Mobile Crisis : (510)981-5254

## Crisis Resources : Language Specialty

- ▶ Spanish :(510) 535-6200 (Oakland)
- ▶ Spanish: (510)881-5921 (Hayward)
- ▶ Asian Languages : (510) 569-7200
- ▶ Deaf : (510) 957-5465
- ▶ Hearing Impaired(510) 984-1653

Questions???



**Thank You!!!!!!**