

# PIERCE COUNTY EMS GUIDE:

## Mental Health Crisis Services - Youth & Families

Pierce County mental health crisis services for children, youth and their families are administered by **Family Behavioral Health (FBH) of Catholic Community Services (CCS)** with funding from Optum Behavioral Health Organization (BHO)'s behavioral health contract with WA State.

### FBH CRISIS SERVICES FOR YOUTH & FAMILIES

Outcomes from EMS onsite assessment of a youth or child (age 17 or under) in mental crisis can include:

- 1) Crisis is resolved
- 2) Youth/child needs to be immediately transported to the emergency department

### 3) CALL FBH CRISIS PHONE LINE - (253) 208-2098

**THE FBH CRISIS TEAM WILL PROVIDE PHONE OR FACE-TO-FACE ASSESSMENT & notify the Pierce County Crisis Line**

#### Crisis Team phone assessment:

Crisis is resolved by phone; EMS can leave

Crisis is stable, but face-to-face assessment is needed:

- EMS stays onsite until Crisis Team member arrives; goal is under 60 min.
- Crisis Team will maintain phone support as needed with EMS or family/youth until Crisis Team member arrives
- EMS can leave before Crisis Team member arrives if family/youth, EMS, and Crisis Team all agree the situation is safe until their arrival

#### Crisis Team phone assessment isn't possible:

- Crisis Team member will immediately drive to the crisis site to complete face-to-face assessment; goal is under 60 min.
- EMS stays onsite until Crisis Team member arrives to assess

## FAMILIES/YOUTH WITH REPEATED 911 CALLS

Family Behavioral Health (FBH) wants to collaborate with EMS to address the needs of families and youth who repeatedly call 911 for mental health crises, to:

- 1) Work with the family/youth to increase engagement with the mental health system instead of calling 911
- 2) Enable FBH to help the family identify services and supports to address immediate and longer-term needs

If you know a family who may benefit from this approach, please call FBH at (253) 759-9544 (after the immediate crisis has been resolved) and ask to speak to FBH Pierce County Clinical Director, Nolita Reynolds.

## OTHER FBH PROGRAMS FOR YOUTH & CHILDREN

When EMS calls FBH Crisis Services for assistance with a 911 mental health crisis, FBH will check if the youth or child currently participates in one of their mental health programs. This will facilitate better-informed assessment and intervention, and allow immediate involvement by the treatment team the youth or family is working with.

**FAMILY ASSESSMENT & STABILIZATION TEAM (FAST) PROGRAM:** The FAST Program provides intensive support services to families with youth or children at risk of inpatient psychiatric hospitalization or out of home placement. This is a short-term (up to 90 days) community-based alternative, intended to increase safety and stabilization and ensure youth/children have a permanent family resource.

Eligibility: The FAST Program can serve youth or children up to age 21 years, with any type of insurance or no insurance. Youth and families can request FAST services by calling Optum at (253) 292-4200 or Family Behavioral Health of CCS at (253) 759-9544.

**WRAPAROUND WITH INTENSIVE SERVICES (WISE):** Treatment teams provide services to youth and family in the home and community who have needs that can't be met by traditional, office-based services. The teams provide 24/7 services and support to families, with program involvement re-evaluated every six months.

Eligibility: Youth/children must be Medicaid eligible and exhibit behaviors for which a mental health diagnosis applies. Program participants are typically age 5-17 years, but may be served from birth up to age 21. Families may self-refer to the program by calling Optum - (253) 292-4200 or Family Behavioral Health of CCS - (253) 759-9544), or may be referred by professionals in the community.

*Families & youth can also call 2-1-1 for help finding mental health services and resources*