

PIERCE COUNTY EMS GUIDE:

Mental Health Crisis Services - Adult (18+ years)

Pierce County mental health crisis services are funded by Optum Behavioral Health Organization (BHO), via their Pierce County behavioral health contract with WA State.

PIERCE COUNTY CRISIS LINE - 1 (800) 576-7764

Description: The Crisis Line is available 24 hours/day, 7 days/week. Anyone experiencing a personal, emotional or mental health crisis - or concerned family members, friends, bystanders, or professionals - can call for help. Optum BHO contracts with ProtoCall to operate the Crisis Line (a national organization that provides phone crisis services). Calls are answered by Masters or PhD level mental health professionals, who coordinate in real time with emergency services in life-threatening situations.

When to call the Crisis Line: EMS should call the Crisis Line when onsite assessment indicates a mental health crisis, but there is no immediate need for transport to the emergency department or Recovery Response Center (RRC), or police involvement.

What to say when calling the Crisis Line: "I'm a medic/EMT, calling for assistance with a mental health crisis." If the Crisis Line professional advises involvement by the Pierce County Mobile Outreach Crisis Team (MOCT), state:

- 1) "Please have MOCT call me back ASAP. My name and phone # are _____."
- 2) "We are on the scene at _____ (address) and will be waiting for their call."
- 3) "The name and date of birth of the person in crisis are _____."
- 4) Describe the individual's mental health symptoms and if the person is making threats to hurt self or others.

PIERCE CO. MOBILE OUTREACH CRISIS TEAM (MOCT)

Description: Operated by MultiCare Behavioral Health, MOCT: 1) Provides face-to-face evaluation of individuals in crisis due to a mental health disorder; 2) Does follow-up phone calls; and 3) Performs initial assessment to determine if the individual will accept a less restrictive alternative to hospitalization (e.g. transport to RRC or crisis bed). If the individual meets detainment criteria, MOCT will refer to the ED for medical clearance and alert or refer to the Designated Mental Health Professional (DMHP).

Working with MOCT at the crisis scene: Please allow the crisis team time to offer less restrictive alternatives, and back them up in encouraging the person to accept services. Please stand by as needed and time allows, not abandoning the crisis team.

MOCT cannot: 1) Walk into active domestic violence situations; 2) Transport individuals; 3) Determine medical conditions; or 4) do a mental health assessment for someone under the influence of drugs or alcohol (WAC). If there are weapons present or significant history of violence, MOCT will request police assistance to safely evaluate the person.

Community members can call 2-1-1 for help finding mental health services