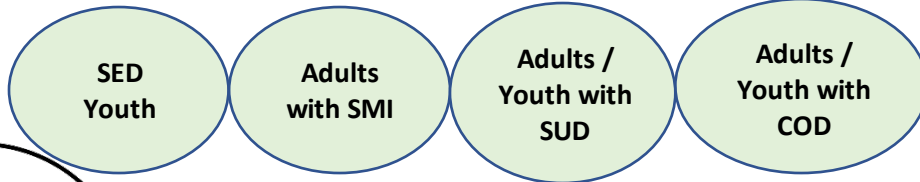
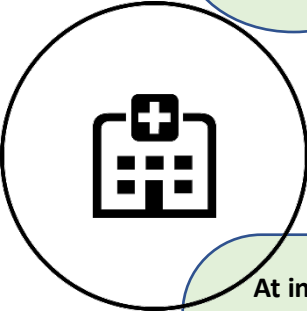




## 24-Hour Emergency Crisis Service Continuum



**The CCBHC responds to a crisis in-person within 3 hours MAX**



At intake, the CCBHC provides patients identified as high-risk, with the phone number to call if in crisis. If after hours, clients are advised to contact Sonoma County Crisis Stabilization Unit (CSU) at 707-576-8181 or 911. CSU will connect the patient to a staff member trained in crisis de-escalation, with a licensed clinician available to assist. CSU is available 24/7.



If a patient in crisis is transferred by law enforcement or other mobile team to a hospital emergency room, inpatient psychiatric facility, detox or sobering facility, or jail/other holding facility—within 24 hours, or as soon as the CCBHC is made aware of client discharge from such entity.

Providers trained in de-escalation will provide crisis intervention services via telephone. These services include suicide crisis response and response to substance abuse and intoxication.



For crises occurring off-site within the community, if the crisis cannot be resolved via telephone, the CCBHC requests deployment of the County Mobile Crisis Team.



If the individual become a safety risk to self or others, law enforcement is called for assistance. The Crisis Team or officers notify the CCBHC Project Director. The Crisis Team or officer remains onsite with the individual until transfer to a facility or resolution of the crisis. The Project Director is notified of outcome.



After resolution and/or stabilization of the patient, the patient is referred to Targeted Case Management and a crisis plan is developed or updated, and the treatment plan is updated.