



Emergency Mental Health Resources

Know who to call and where to go for help.

When in doubt, dial the Access & Crisis Line and they will direct you to the right place for help.

+ Text & Hotline Support

911 / PERT EMERGENCY RESPONSE	988 Lifeline NATIONAL CRISIS SUPPORT LINE	Access & Crisis Line (ACL) SD COUNTY CRISIS INTERVENTION
CALL 911	CALL OR TEXT 988	CALL 1-888-724-7240
<p>If you or someone else is in immediate danger.</p> <p>There is a weapon.</p> <p>You or someone else is about to hurt self or others.</p>	<p>If you're safe right now, but you need to talk to someone.</p> <p>There is no active plan, but you're thinking about suicide.</p> <p>You're feeling overwhelmed and need to talk to someone.</p>	<p>If you need in-person mental health support or connection to resources.</p> <p>There is a mental health crisis and need someone to come to you.</p> <p>There is no immediate violence but you're not safe to be alone.</p>

+ In-Person Support & Crisis Care

Emergency Psychiatric Services	Short-Term Acute Residential Treatment (START)
<p>Short-term crisis care focused on safety & stabilization:</p> <ul style="list-style-type: none"> • 24-hr monitoring in a hospital setting • For severe mental health crises • Focus on immediate safety and stabilization 	<p>Voluntary, short-term alternative to psychiatric hospitalization:</p> <ul style="list-style-type: none"> • 24-hr mental health support in a community setting • Therapy, life skills, & substance use support • Connection to ongoing services after discharge
Average stay : under 24 hours	Average stay: 9 days
<p>How to Access:</p> <ul style="list-style-type: none"> • Call 911 for immediate danger • PERT or a Mobile Crisis Team referral • Walk into emergency department or crisis unit 	<p>How to Access:</p> <ul style="list-style-type: none"> • Call Access & Crisis Line (1-888-724-7240) for screening & referrals • Hospital, crisis team, or provider referral • Some programs may accept direct admissions when space is available
<p>EPS in San Diego County:</p> <ul style="list-style-type: none"> • San Diego County Psychiatric Hospital • Sharp Chula Vista Medical Center Crisis Unit • Paradise Valley Bayview Crisis Stabilization Unit • Rady Children's Hospital (youth under 18) 	<p>START in San Diego County:</p> <ul style="list-style-type: none"> • Del Sur Crisis Center (South Bay) • Halcyon Crisis Center (El Cajon) • Hawthorne Crisis Center (Downtown) • New Vistas Crisis Center (Downtown) • Jary Barreto Crisis Center (Logan Heights) • Esperanza Crisis Center (Escondido) • Turning Point Crisis Center (Oceanside)



How to Make the Call?

Making the initial call can be difficult, here is a guide that can be used to help. Provide as much information as you are comfortable sharing. First responders ask questions that are necessary for them to ensure the safety of the person and the clinician.



When calling 911 and requesting PERT Team

Who/What/Where/Why

Who: Who are you calling for? (Yourself, someone you know, or a community member.)

What: What is the nature of your call? Please describe what is happening and whether the person may be at risk of harming themselves or others. Let the dispatcher know if the person is armed or has access to weapons, and whether there are any animals, such as dogs, in the home or nearby area.

Where: Where are you, the caller, located? Are you currently with the person? If not, what is their last known location?

Why: Why is this an emergency? Would requesting a PERT officer and clinician be the most appropriate response?



What to expect after you make the call?

Be ready to meet the officer and clinician...

The responding officer may first ensure the safety of everyone involved by confirming there is no access to weapons. The clinician on the team will then speak with the person in crisis to assess the situation.

They may also request additional information from the other party involved. PERT is the highest level of emergency response. If the individual is not transported or taken in, it means they do not meet the criteria for that level of intervention. Other resources may still be available if PERT is not the best option; please see the information above.

If PERT is not appropriate, consider MCRT (Mobile Crisis Response Team) if the person is open to seeking services. MCRT can provide an alternative response that does not involve law enforcement.

Have questions or need additional support?



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