

# CRISIS CONTINUUM OF CARE

KEY:	ALL AGES	ADULTS	TAY	CHILDREN
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\*Crisis is defined by the help seeker.

County Operated						
Program Name:	Hours of Operation:	Service Location	Phone:	Manager Contacts:	Admission Criteria:	Summary of Services:
Sacramento County Mental Health Treatment Center (MHTC)/Intake Stabilization Unit (ISU)	24 hours a day, 7 days a week	2150 Stockton Blvd. Sacramento, CA 95817	Main: 916-875-1000  After Hour's Line: Please see Manager Contacts  Fax: 916-875-0192	M-F (7:00 AM – 3:30 PM): Crystal Hall 916- 917-3029  Sat-W (3:00 – 11:00 PM): Jennifer Moraga 916-716-8206  If above not available, Administrator on Duty: 916-591-1730	All community members in crisis regardless of insurance or status.  <i>*Insurances may be billed but is</i>	Provides voluntary crisis emergency services to adults and minors presenting in psychiatric distress who require evaluation for hospitalization and may remain on this unit for up to 23 hours. Staff provide evaluation, crisis intervention, consultation, referrals to outpatient agencies, admission to the Psychiatric Health Facility (PHF), and diversion to psychiatric hospitals or health facilities when indicated.
Co-Response Crisis Intervention Team (CCIT)	Monday – Friday, 9:00 AM-7:00 PM partnering with Law Enforcement Agencies in Sacramento County	Field/Community	Main: 911 or Non-Emergency Law Enforcement Department number for area	**Only if needing to follow up specifically regarding CCIT clinicians: Stephanie Schilling 916-634-5402	Calls identified through 911 dispatch as a behavioral health crisis	Law Enforcement and Counselor act as a co-response to 911 or emergency calls for service with a behavioral health component. Team provides de-escalation, crisis resolution and link to resources. (Follow up services offered through the Community Support Team (CST), which is available Monday through Friday, 8:00 AM – 5:00 PM.)
Behavioral Health Services Screening and Coordination (BHS-SAC)	24 hours a day, 7 days a week	Phone	Main: 916-875-1055  After Hour's Line: 916-875-1000	Call main phone number and the clerical staff can direct your call to appropriate staff	Sacramento County resident with substance use disorders and/or mental health disorder.	Provides linkage to ongoing services related to mental health and/or substance use treatment. Such services include but not limited to outpatient services, residential treatment, care coordination, medication support, screening for mental health and substance use services, and linkage to community resources.
County and Contracted Integrated Programs						
Program Name:	Hours of Operation:	Service Location	Phone:	Manager Contacts:	Admission Criteria:	Summary of Services:
Community Wellness Response Team (CWRT)	24 hours a day, 7 days a week	Field/Community	988	M-F (7 am –3:30 pm): Alexandria Lose, 916-862-5976  M-F (11 am – 8:30 pm): Karen Sprague, 916-709-7047	988 calls needing or requesting an in-person behavioral health response.	A team providing in-person de-escalation services, assess needs and risks, and create safety plans. The team is made up of a Counselor and Peer with lived experience (e.g., mental health, substance use, justice involved, foster system, etc.). CWRT will also provide linkages to ongoing services, resources, and brief follow-up services.
Community Support Team (CST)	Monday – Friday, 8:00 AM – 5:00 PM	Field/Community	Main: 916-366-4600  After Hour's Line: 916-397-6105  Fax: 916-855-5448	Kathey Metoyer, 916-639-4853  Andrea Housley, 916-634-3360	All community members in crisis regardless of insurance or status.	A team providing supports, education, resources and connections to services. Teams are made up of counselors and Peers with lived experience (e.g., mental health, substance use, justice involved, foster system, etc.). The goal of CST is to provide services in a culturally and linguistically competent manner to promote recovery, resilience, well-being and reduce the risk of suicide.

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County Contracted Providers						
Program Name:	Hours of Operation:	Service Location	Phone:	Manager Contacts:	Admission Criteria:	Summary of Services:
Mental Health Urgent Care Clinic (MHUCC)	24 hours a day, 7 days a week  Last medication assessment is at 10:00 PM; psychiatrist available 24/7	2130 Stockton Blvd., Building 300, Sacramento, CA 95817	Main: 916-520-2460  After Hour’s Line: Same  Fax: 916-520-2459	Please call main phone number, clerical staff will appropriately direct your call	All community members in crisis regardless of insurance or status.  Best practice – walk in for services; a call to notify the clinic you are coming	A walk-in clinic for individuals with an urgent mental health need. The MHUCC is a client-centered program that focuses on providing immediate relief to individuals and families in distress. The program intends to avert psychiatric emergency room visits and involuntary hospitalizations. The goal of MHUCC is to foster recovery for individuals and families through the promotion of hope and wellness.
Turning Point Crisis Residential Programs (CRP)	24 hours a day, 7 days a week	7415 Henrietta Dr., Sacramento, CA 95822  3440 Viking Dr., Sacramento, CA 95827  505 M St., Rio Linda, CA 95673	Henrietta Main: 916-520-7399 Fax: 916-520-7398  Viking Main: 916-262-8598 Fax: 916-262-8599  Rio Linda Main: 916-287-4067 Fax: 916-287-4068	Intake Team: 916-912-0362  *Intake team handles referrals and determines which site client will be linked to	Ages 18-58* Some exception for ages 59+, contact the CRP.  Sacramento County Resident  Medi-Cal/Medi-Cal eligible/Uninsured  Meets Target Diagnosis per County Policy and Procedures.	A comprehensive, short-term residential program (up to 30 days) that provides voluntary support with a less restrictive alternative to hospitalization. CRP provides treatment for adults experiencing a behavioral health crisis who require 24-hour support in order to return to community living. The services provided are time-specific, member-focused, and strength-based. Services routinely avert the need for hospitalization through teaching clients to successfully manage their symptoms, addressing psychosocial stressors and empowering clients to become agents of change in their recovery.
Capital Star Crisis Residential Program (CRP) – The STAY	24 hours a day, 7 days a week	3815 Marconi Ave., Sacramento, CA 95821	Main: 916-890-3000  Fax: 916-244-2751	J’Quaysha Tucker, Program Director, 916-890-3000	Ages 18-28  Sacramento County Resident  Medi-Cal/Medi-Cal eligible/Uninsured  Meets Target Diagnosis per County Policy and Procedures.	Helps transition age youth (TAY) and young adults safely and successfully transition back to community living after a period of psychiatric crisis and recovery (up to 30 days) in a voluntary setting. Residents receive counseling and services that support their transition to housing, employment, education and ongoing care including medication management, individual therapy, rehabilitation, case management, and support with independent living skills.
Del Oro Caregiver Resource Center – Respite Services	Monday – Friday 8:00 AM – 4:30 PM	8421 Auburn Blvd., Suite 265, Citrus Heights, CA, 95610	Main: 916-728-9333	Michelle Nevins 916-728-9333 Ext. 108	Sacramento County Resident, Dementia diagnosis, <u>do not</u> have Medi-Cal or IHSS, Caregiver and client can be any age	Respite services for unpaid family caregivers taking care of someone diagnosed with a form of Dementia through adult day care; in-home care; short-term in Assisted Living Facility; Family consultation-intake, assessment, re-assessment, plan of care. People on Medi-Cal can still call for resources, but don’t have access to Respite care or legal support.
Sacramento LBGT Center – Lambda Lounge	Center Hours: 10:00 AM – 8:00 PM	10151 20 <sup>th</sup> St., Sacramento, CA, 95811	Main: 916-442-0185	Simone Thomas, Deputy Chief Program Officer 916-442-0185 Ext. 128	Homeless youth, aged 18-24, who have been victims of a crime.	Respite in which youth can access food, survival supplies, and laundry and shower facilities.

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	Adult Respite: Tues/Thurs 10:00 AM-4:00 PM			Christi Gray, Interim Director of Health Services 916-442-0185 Ext. 122	Adult Respite: Ages 25 & up  Homeless: Ages 18-24 who have been victims of a crime (STEP and TLP)	Adult Respite provides mental health respite as well as referral services to internal and partner support services (i.e. name-change services, COVID financial support, and community groups).  STEP and TLP are referral-based services that help provide short term or transitional housing for youth aged 18-24 who have been the victims of a crime.
Sacramento LGBT Center – Q-Spot	Monday – Friday 12:00 PM – 6:00 PM Saturday – Sunday 10:00 AM – 4:00 PM	10151 20 <sup>th</sup> St., Sacramento, CA, 95811	Main: 916-442-0185	Kassie Ferguson, Director of Youth, Family and Adult Programs 916-442-0185 Ext. 107  Christi Gray, Interim Director of Health Services 916-442-0185 Ext. 122	Q-Spot: Youth ages 13-24  Adult Respite: Ages 25 & up  Homeless: Ages 18-24 who have been victims of a crime (STEP and TLP)	Respite in which youth can access food, survival supplies, and laundry and shower facilities.  Adult Respite provides mental health respite as well as referral services to internal and partner support services (i.e. name-change services, COVID financial support, and community groups).  STEP and TLP are referral-based services that help provide short term or transitional housing for youth aged 18-24 who have been the victims of a crime.
St. John’s Crisis Respite Program	9:00 AM – 9:00 PM	Address provided once approved by the program.	Main: 916-383-1804	Please call main phone number, clerical staff will appropriately direct your call	Women ages 18+ and their accompanying children  Individuals must be ambulatory, sober, have no safety concerns or at risk behaviors.	Services provided include screening, assessment, resource linkage, treatment planning, crisis intervention, family support and case management, will be available for eligible women and women with dependent children for up to 7 days. In some cases, support with finding shelters/housing is provided.
TLCS, Hope Cooperative Crisis Respite Center	24 hours a day, 7 days a week	Address provided once approved by the program.	Main: 916-737-7483	Please call main phone number, clerical staff will appropriately direct your call	Adults age 18+  Sacramento County resident, experiencing a behavioral health crisis and be able to safely manage their personal prescribed medication or have available established supports and services from a Full Service Partnership (FSP)	Provide up to 23-hour behavioral health crisis respite services for eligible adult residents of Sacramento County, seeking short-term relief from overwhelming stress, and as a diversion from an emergency room visit or inpatient care. Services can include assessment, client plan development, safety planning, case management, collateral, and crisis response and intervention.

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Turning Point Abiding Hope Respite	24 hours a day, 7 days a week	Address provided once approved by the program.	Main: 916-287-4860	Please call main phone number and staff will direct your call	Adults age 18+  Sacramento County resident.  Able to take medication on own, not currently at risk of self-harm, have to be ambulatory, no history of violence, no registered sex-offenders and two weeks of sobriety preferred.	Services include screening, assessment, resource linkage, treatment planning, crisis intervention, family support and case management, will be available for adult residents 7-14 days. Co-ed facility.
A Church for Us All – Ripple Effect	1:00 PM – 6:00 PM	Address provided once approved by the program.	Main: 916-891-0211	Please call main phone number and staff will direct your call	Adults age 18+  Must be at risk of, or experiencing a behavioral health crisis, Sacramento County resident, unserved and underserved adults with emphasis on people of color (POC) who may identify as lesbian, gay, bisexual, transgender and/or questioning (LGBTQ) – Exceptions to any of the above criteria are made on an individual basis and must be approved in writing by the County.	Program provides services to unserved and underserved adults with emphasis on people of color (POC) who may identify as LGBTQ. Services include screening, supportive services, individual and group support, linkage to other services, peer supports, other crisis response services, and community outreach activities.
El Hogar Senior Link	Monday - Friday 9:00 AM – 5:00 PM	3870 Rosin Ct., Suite 130, CA, 95834	Main: 916-369-7872	Debra Bonner 916-369-7872 Ext. 202 Cell: 916-956-0935	Participants must live in Sacramento County and not be linked to a current Mental Health Agency.  Ages 55 and up	Support with connection of resources, increase socialization with activities, and rebuild their support system. Services may include home visits, collaboration and linkage to health care providers, transportation, service coordination, referrals, groups, coordination of social activities, and liaison to community services, based on participants' service needs.
BACS – Crisis Navigation Program (CNP)	24 hours a day, 7 days a week	9343 Tech Center Dr., Site 185, Sacramento, CA 95826	Main: 916-800-4924  After Hour’s Line: Same  Fax: 916-800-4924	Please call main phone number and staff will direct your call	Referrals are only accepted from Sacramento County Emergency Room or Psychiatric Hospitals	Short-term crisis intervention and case management (up to 60 days) to navigate and link to long-term service needs. Peer support staff are field-based and will support clients with accessing any requested services and resources needed with primary goal of linking to behavioral health services.

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					Sacramento County Resident  Medi-Cal or Medi-Cal eligible  Currently Mental Health Symptoms	
Sacramento Children’s Home – The Source	24 hours a day, 7 days a week	Field/Community	Main: 916-452-3981 Fax: 916-266-1253  The Source Hotline: 916-787-7678 (916-SUPPORT)	Main phone number (916-452-3981) and hotline will direct calls accordingly	Any youth residing in Sacramento County up to age 26 experiencing a crisis  Also provides support to adult caregivers of eligible youth	In addition to phone and virtual service, in person mobile response for youth/caregivers is provided when requested and offers crisis counseling, de-escalation, brief therapeutic intervention and linkage to appropriate service providers. Follow up services provided, up to 60 days.
Capital Star Community Services – Youth Help Network (YHN)	9:30am – 5:30pm Warmline: 9:30am-7pm	Field/Community	Main: 1-833-333-2YHN (2946)  Fax: 916-914-2462	Vance Desoto Garcia, YHN Outreach Specialist, 1-833-333-2YHN (2946)  Alex Thompson, Program Manager 510-220-5321	Youth from ages 16-25 who currently reside in Sacramento County, regardless of insurance	Provides peer support, crisis support, and support around linkage to mental health services, housing resources, job readiness, health navigation, adulting, essential needs, parenting resources, social connections, and education resources.