



BEHAVIORAL HEALTH SERVICES RESOURCES

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LEA Resources

(Resources for officers
to use in the field)

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Community Resources

(Resources for officers to
provide to the community)

LAW ENFORCEMENT RESOURCES

(Resources for officers to use in the field)

Involuntary
(meets 5150 criteria)

Voluntary
(does NOT meet
5150 criteria)

**BHS Crisis
Matrix**
(Crisis Evaluation
Matrix)

HOPE Line

[Back to Main Page](#)

COMMUNITY RESOURCES

(Resources for officers to provide to the community)

Co-occurring
Substance
Use

988

Child, Youth &
Family Crisis

Other
Resources

[Back to Main Page](#)

MENTAL HEALTH TREATMENT CENTER (MHTC) / INTAKE STABILIZATION UNIT (ISU)

Hours: 24/7

Address: 2150 Stockton Blvd., Sacramento, CA

Law Enforcement Consult Line: **(916) 875-1170**

Services Provided: Stabilization and crisis assessment in a secured environment. **For individuals meeting 5150 criteria**, staff may provide authorization to bring them in directly to MHTC.

[Contact/Check-In Process](#)

[Back to LEA Resources Page](#)

MHTC/ISU CONTACT/CHECK-IN PROCESS

1. Call the Law Enforcement Consult Line to consult on individuals experiencing a mental health crisis.
2. ISU clinician will request information. Provide the following:
 - a. Name of Individual
 - b. Date of Birth
 - c. Sex (including Male, Female, Non-binary, Transgender and pronouns)
 - d. Your Info (Name, Law Enforcement Agency, Badge Number)
 - e. Reason for Call (What you are hoping for - resources to support individual, provider information, placement, 5150 Yes or No)

OR

3. Bring individuals directly from the community for crisis stabilization if they meet 5150 criteria for DTS, DTO, or GD and consult with ISU staff results in approval from ISU.

[**Back to MHTC**](#)

MENTAL HEALTH URGENT CARE CLINIC (MHUCC)

Hours: 24/7

Address: 2130 Stockton Blvd., Building 300, Sacramento, CA 95817

Phone: **(916) 910-4971** Alert Program Director of incoming individual

Phone: **(916) 520-2459** Front Desk

Services Provided: For individuals experiencing a mental health and/or co-occurring substance use/abuse crisis. Crisis intervention and counseling to avert need for inpatient support. Psychiatric medication evaluation from 8am-12am.

[**Contact/Check-In Process**](#)

[**Back to LEA Resources Page**](#)

MHUCC CONTACT/CHECK-IN PROCESS

1. Courtesy advance call appreciated to Program Director or Front Desk.
2. Walk the individual to the front desk for a warm handoff to MHUCC staff.
3. Complete the drop off form. Provide the following:
 - a. Name of Individual
 - b. Your Info (Name, Law Enforcement Agency, Badge Number)
4. Staff will meet with individual and officer together to screen quickly for any imminent threat.
5. Once individual agrees to be at MHUCC, LE Officer leaves the site.
6. Notify MHUCC staff if individual has HMO coverage like Kaiser. Individual will be linked to Kaiser mental health services.

[Back to MHCC](#)

THE HOPE LINE

Hours: 24/7

Phone: **Call (916) 999-HOPE (916-999-4673)**

Ages Served: All

Services Provided: 24/7 direct line for Law Enforcement to request a co-response or referral/warm transfer behavioral health calls to CWRT.

[Contact/Check-In Process](#)

[BHS Crisis Matrix](#)

[Back to LEA Resources Page](#)

HOPE LINE CONTACT/CHECK-IN PROCESS

1. Using the Sacramento County BHS Crisis Matrix, determine if situation is Level 2 or Level 3 that would warrant referral to CWRT dispatch.
2. Call the HOPE Line (916-999-4673) to provide warm handoff to CWRT Dispatcher.

[**BHS Crisis Matrix**](#)

[**Back to The HOPE Line**](#)

BHS CRISIS MATRIX

(CRISIS EVALUATION MATRIX)

County of Sacramento Behavioral Health Crisis System	
4	<p>EMERGENT IMMEDIATE RISK TO PUBLIC SAFETY CRIME</p> <ul style="list-style-type: none"> Anyone in immediate danger. Direct/immediate threats to others lives. Actively engaging with a weapon. Reported crime that requires some level of investigation. <p>ACTION RESPONSE:</p> <ul style="list-style-type: none"> Law enforcement response via 911.
3	<p>MODERATE RISK CALLER NEEDS HELP IN PERSON</p> <ul style="list-style-type: none"> Public not in immediate danger. May be a danger to self, others, gravely disabled. Field response is necessary. <p>ACTION RESPONSE:</p> <ul style="list-style-type: none"> Transfer to 911 if needed. Co-response: 911 and BHS Response Team for public safety related calls. Field response by Sacramento County BHS Response Team. Crisis intervention, crisis screening, de-escalation, safety planning. Connect caller, parent/caregiver to community support. Referral and resource linkage, coordination of care.

M
 MEDICAL AID | FIRE DEPT/EMS RESPONSE
 • Anyone in need of medical attention.
 • Injuries
 • Fire Rescue
 • Call Center or BHS Response Team contacts 911

IMMEDIATE REMOTE	CALLER NEEDS HELP VIA CALL
2	<ul style="list-style-type: none"> In crisis now can/will accept immediate remote help. Caller is engaged and responsive with phone intervention. Includes suicidal individual without a plan that's not immediate threat to self or others. <p>ACTION RESPONSE:</p> <ul style="list-style-type: none"> Crisis intervention, crisis screening, de-escalation, safety planning. Identification of coping strategies, stabilization services. Connect caller, parent/caregiver to community support. Referral and resource linkage, coordination of care. Call resolved via phone. Non field response.
1	<p>NO CRISIS/RESOLVED CALLER NEEDS SUPPORT/SERVICES NOT IMMEDIATE RISK</p> <ul style="list-style-type: none"> Individual, or parent/caregiver needs support services. <p>ACTION RESPONSE:</p> <ul style="list-style-type: none"> The Call Center will determine the level of service needed and link the individual to services and support within the community.

CALLS AND RESPONSE CAN BE FLUID AND OVERLAP - DISPATCH VIA TRIAGE

***Crisis levels can fluctuate, therefore level of response will be dynamic and will be based on immediate safety needs. Calls and response can be fluid and overlap - dispatch via triage**

[Back to LEA Resources Page](#)

CO-OCCURRING SUBSTANCE USE

Crisis Receiving for Behavioral Health Program (CRBH)

4-12 hour detoxification and recuperation

TLCS Crisis Respite Center

23 hour respite for mental health and/or co-occurring substance use crisis

[Back to Community Resources](#)

CRISIS RECEIVING FOR BEHAVIORAL HEALTH PROGRAM (CRBH)

Hours: 24/7

Address: 631 H Street, Corner of H and 7th

Phone: **(916) 469-4714 - Press 1** to speak with staff prior to transport

Ages Served: 18+

Services Provided: Voluntary, short-term recovery, **detoxification and recuperation** from effects of acute alcohol or drug intoxication. Safe space to sober down. 4-12 hour length of stay. No walk ins or lines outside.

[Contact/Check-In Process](#)

[Back to Substance Use](#)

CRBH CONTACT/CHECK-IN PROCESS

1. Call CRBH to consult on individuals experiencing a mental health crisis.
2. Provide the following:
 - a. Name of individual
 - b. Date of birth
 - c. Sex (including Male, Female, Non-binary, Transgender and pronouns)
 - d. Your Info (Name, Law Enforcement Agency, Badge Number)
 - e. Reason for Call (What you/individual is hoping for)

[**Back to CRBH**](#)

TLCS CRISIS RESPITE CENTER

Hours: 24/7

Address: Watt and Folsom near Rancho Cordova

Phone: **(916) 737-7483** - Over the phone assessment required

Ages Served: 18+

Services Provided: Respite in times of mental health crisis, crisis intervention provided in warm homelike setting for up to 23 hours. For individuals experiencing a **mental health and/or co-occurring substance use/abuse crisis.**

[Contact/Check-In Process](#)

[Back to Substance Use](#)

TLCS CONTACT/CHECK-IN PROCESS

1. Over the phone assessment with individual seeking resource required.
2. May be helpful to support individual in articulating need for support or provide additional information to support assessment.
3. Transport and provide a warm handoff to Respite staff.
4. Complete drop off form. Provide the following:
 - a. Name of Individual
 - b. Your Info (Name, Law Enforcement Agency, Badge Number)

[Back to TLCS](#)

988 SUICIDE AND CRISIS LIFELINE

Hours: Life Line: 24/7

Mobile Crisis Response: 24/7 (provided by CWRT)

Phone: **Call or Text 988**

Ages Served: All

Services Provided: Two-part de-escalation and support program partnership to **provide rapid response, assessment, and resolution to mental health crisis situations that involve children and adults.**

[Contact/Check-In Process](#)

[Back to Community Resources](#)

988 CONTACT/CHECK-IN PROCESS

1. Over the phone support via Life Line Specialist who will assess and provide support.
2. Access to the Community Wellness and Response Team (CWRT) via three way call to CWRT dispatcher where de-escalation and support in the community is warranted.

[Back to 988](#)

THE SOURCE

Hours: 24/7

Phone: **Call or Text (916) SUPPORT (787-7678)**

Ages Served: Up to 26 years

Services Provided: 24/7 mobile response team for youth under the age of 26, and their caregivers. Immediate phone response, mobile in-person/face-to-face crisis intervention, triage services, mediation, follow up support, information and referral services.

[**Contact/Check-In Process**](#)

[**Back to Community Resources**](#)

THE SOURCE CONTACT/CHECK-IN PROCESS

1. Over the phone, text or in-person support based on consultation with youth and/or caregiver.

[Back to The Source](#)

OTHER BHS RESOURCES

[Homeless Engagement and Response Team \(HEART\)](#)

[Mental Health Access Team](#)

[CORE Community Wellness Centers](#)

[Substance Use System of Care](#)

[Community Support Team](#)

[Back to Community Resources](#)