

The background features a purple-tinted image of a stethoscope on a surface with a grid pattern. A vertical axis on the left side of the grid is labeled with numbers 3, 6, 9, 12, and 15. The text is overlaid on this background.

Crisis Care Mobile Units (CCMU) & Behavioral Health Justice Intervention Services (BHJIS)

Workshop 9 | January 10, 2023

**Universal Access Point
for Access Line Services**



CRISIS CARE MOBILE UNITS PROGRAM



BEHAVIORAL HEALTH
Justice Intervention Services

Welcome and Introductions

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Danielle Raghieb, LCSW

TTA Specialist, Center for Applied Research Solutions (CARS)

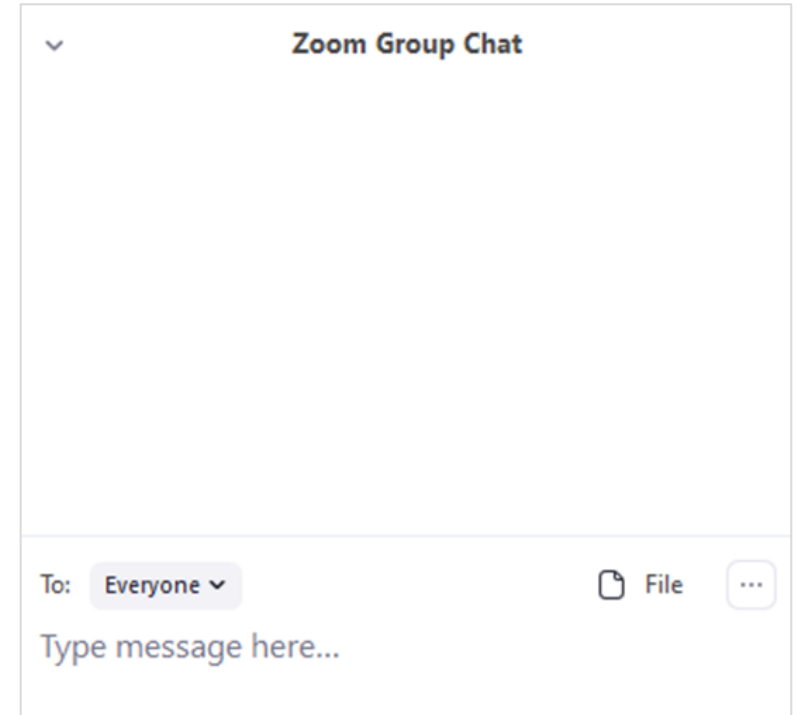
Housekeeping: How to Participate

Live captioning is available today.

Prefer to see your captions in a new browser tab? Click the link in the chat box to access captions during the live event.

Your view: Double-click slides to exit full-screen view or press escape.

Chat: Today's chat is for ALL QUESTIONS and resource sharing. Hear an echo? Have a question for the presenters? Don't see the slides? Let us know in the chat!



Webinar Policies

Participation

We welcome your participation through the methods outlined in the housekeeping introduction. Please note that disruptive behavior is not aligned with the purpose of this session and will not be tolerated. Any individuals disrupting the meeting may be removed without warning. In the event of a security incident, this session will end immediately and will not resume. If this occurs, a separate email will be sent to all participants with further instructions. By using this chat box, you agree to keep your comments relevant to the topic of today's event. While a variety of diverse perspectives and opinions is welcome, disruptive comments are not aligned with the purpose of this meeting, and users creating disruption may be removed without warning.

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Universal Access Point for Access Line Services

A decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple, spanning across the middle of the slide.

David Eric Lopez, MFT

Program Director, King's View Central Valley Suicide Prevention

Objectives

- » **Overview of Universal Access Point**
 - No wrong door approach
- » **How to integrate mobile crisis access teams to a universal access point mindset**
- » **What resources are needed/what is available in the community.**
 - Referral systems
- » **Potential MOU's to consider**

Universal Access Point

» What is a Universal Access Point?

- When people are in crisis, they often do not know what services they need or are available to them.
- Treating any line as the correct line to receive information and service
 - » No wrong door approach

» What is the meaning of Crisis?

- To many, a crisis will have multiple definitions
 - » Mental Health/ Emotional or Psychiatric Crisis
 - » Emergency Housing
 - » Benefits
 - » Relapse prevention
- A team with a UAP mindset will better serve the community
 - » Getting those the help they need when they need it is paramount to quality service

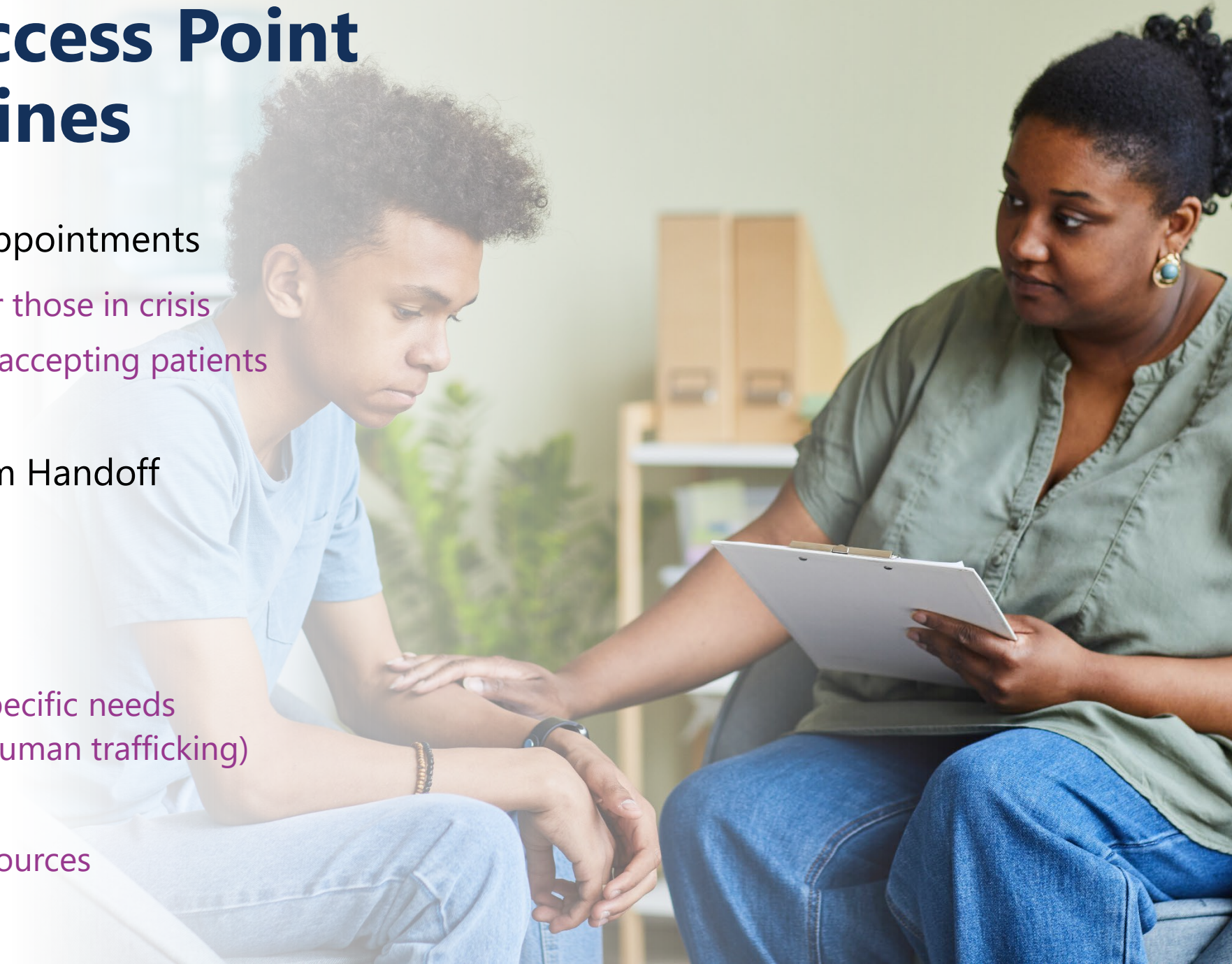
Universal Access Point for Access Lines

- » 24/7 Service (Goal)
- » Crisis Services Coordination
 - Help those in need navigate the mental health services in community
- » Mobile Crisis Services
 - Provide mental health and/or substance use services to
 - » Adults, Transitional Age Youth and children
 - Dispatch teams for acute mental health crisis



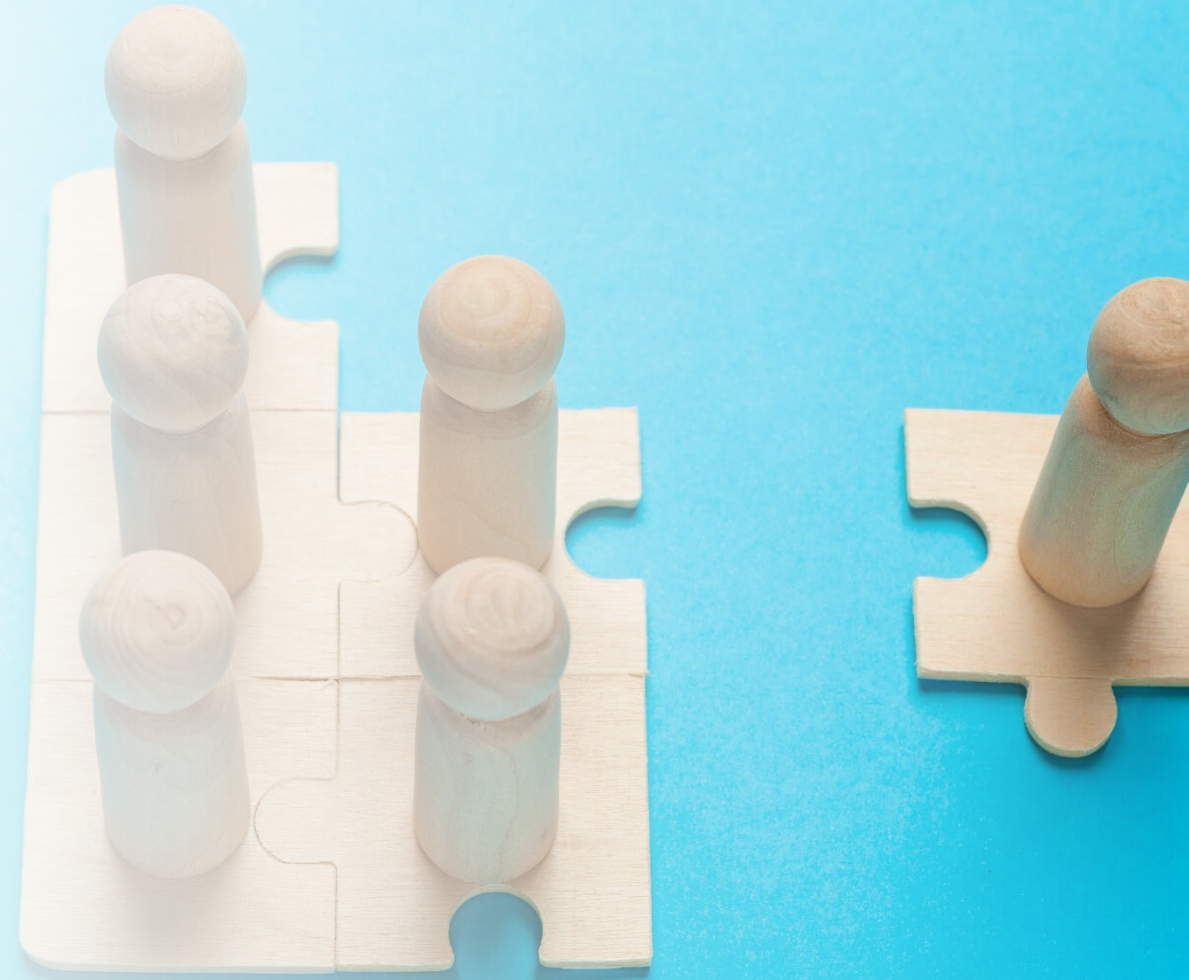
Universal Access Point for Access Lines

- » Counseling Services Appointments
 - Expedient services for those in crisis
 - Knowledge of who is accepting patients
- » Provide Referrals/Warm Handoff
 - Housing
 - Emergency Shelters
 - Counseling
 - Linkage for trauma specific needs (domestic violence/ human trafficking)
 - Food pantries
 - Other community resources



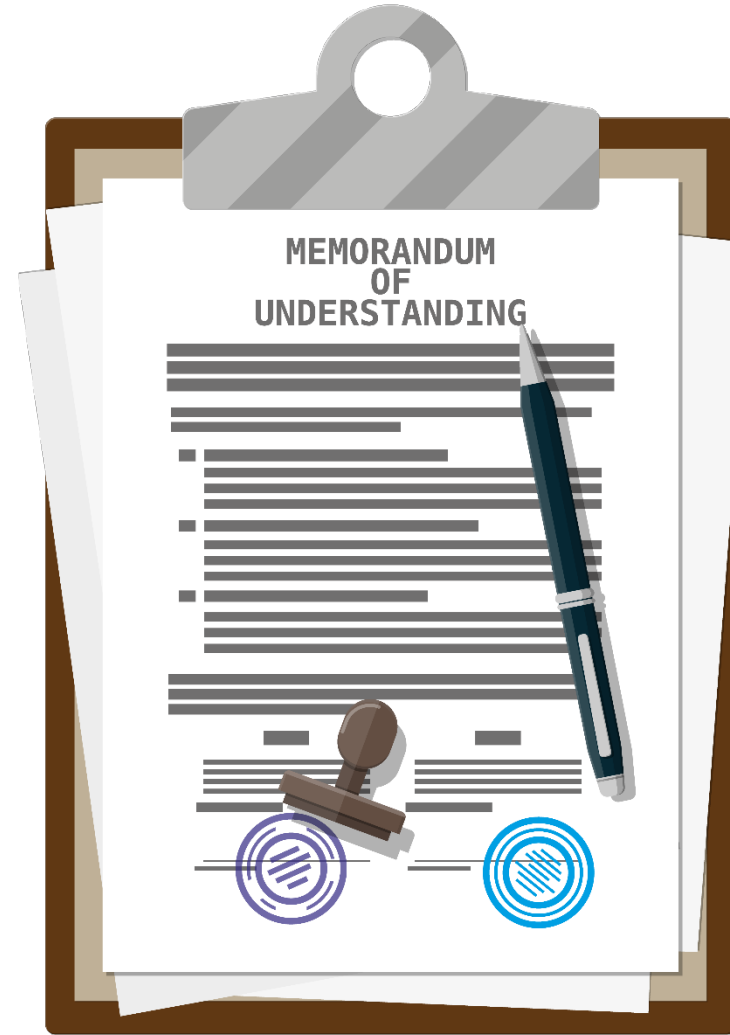
Resource Mapping

- » Become familiar with community resources.
 - What resources does your community have
 - Create a resource list
 - Verify known services are still being provided
 - » Programs change
- » What services are needed?
 - How to obtain those services
 - » Grants/philanthropy
 - » Start up programs
 - Non-Traditional Partners



Memorandum of Understanding To Consider

- » Local hospitals when clients are being discharged for mental health crisis
 - Mobile crisis teams
 - Follow up programs
- » Mental health service providers in community
- » Local schools
 - Include school-based services
- » Any other specific to your community





Questions
Comments
Discussion

Presenter Information

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Group Discussion and Closing

- » Open Discussion amongst Grantees
- » Q&A

Appreciation!

Thank you

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