

COUNTY OF YOLO

Health and Human Services Agency

Karen Larsen, LMFT
Director

Jennie Pettet, M.S.
Director, Child, Youth & Family Branch

MAILING ADDRESS
137 N. Cottonwood Street • Woodland, CA 95695
(530) 666-8516 • www.yolocounty.org

Coming October 1st in Yolo County

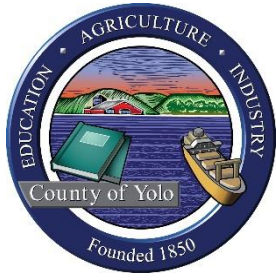
Children's Access and Crisis Response

The Access and Crisis Clinician position was created to overcome barriers to access and linkage with mental health service, to decrease reliance on emergency resources, to reduce out of home placement, and to address opportunities to increase the mental health understanding in the community. The target population is Children and Youth age 0-21 who are in crisis or at risk of being in crisis.

The goals of this position are:

- I. Crisis: police interventions or child welfare interventions that may result in a removal (detainment)
 - a. Crisis clinician will support Child Welfare Social Workers to assess immediate mental health need (crises) and determine if involuntary hospitalization is appropriate. (emergent)
 - b. Crisis clinician will foster linkage with outpatient treatment and planned services. (urgent)
- II. Access:
 - a. Clinician will support systems continuity of care by following crisis mental health referrals from initial point of contact to linkage with community mental health agency. Clinician will be accountable to consumers for support with navigating the process.
 - b. Clinician will provide trainings for community partners to increase access knowledge.
 - c. Clinician will participate in multidisciplinary team meetings to support ongoing improvement in our service delivery system.
- III. Education to reduce barriers:
 - a. Clinician will participate in community health events to support de-stigmatization of mental health and disseminate information on how to access treatment and services.
 - b. Clinician will provide education on trauma informed care across professional and community settings by partnering with community organizations.
 - c. Clinician will collaborate with external agencies to strengthen service delivery system through problem identification, program evaluation, and consumer feedback.

Access and Crisis Line (888) 965-6647



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Goal	Outcome	Measurement
Connect C&Y in crisis to ongoing services	Improve linkage to services	Number of C&Y connected to services
Provide crisis services and follow-up to ensure C&Y engage in services	Increase utilization of planned mental health services that promote recovery and decrease risk of crisis	Service usage among C&Y to access triage services
Provide C&Y with crisis de-escalation services before reliance on emergency services	Decreased reliance on emergency resources	Reduction in 911 calls; Reduction in amount of time law enforcement spends on crises for C&Y
Provide C&Y with crisis de-escalation services to avoid unnecessary hospitalization services	Reduce avoidable hospitalizations	Reduction in the number of hospitalizations for C&Y
Provide C&Y with crisis de-escalation services before behaviors escalate and result in avoidable incarceration	Reduce avoidable incarceration	Reduction in the number of incarcerations for C&Y

The assessment aims to determine level of crisis and safety concerns by determining the following:

- Can the child or youth be stabilized over the phone and return for an appointment to connect to ongoing services?
- Can the child or youth come to the mental health urgent care now for immediate services?
- Does the child or youth need immediate assistance in the environment they are in?
- Is it safe for the triage staff to travel to the youth or is a police accompaniment necessary?
- Is the youth at risk of harming themselves or others?

Depending on the results of the phone assessment, the triage staff person may provide individualized and a variety of responses:

- Staff may provide crisis intervention services over the phone to stabilize the child or youth and schedule a follow-up appointment.
- Staff may request the child or youth meet at the MHUC for in-person services.
- Staff may meet the child or youth onsite at their home, a community setting, a hospital, or any other setting as needed and deemed safe and appropriate.
- Staff may conduct a joint crisis response with law enforcement, if needed.