



## QUICK REFERENCE GUIDE

# ACCESSING COMMUNITY MENTAL/BEHAVIORAL HEALTH SERVICES

## Crisis/Emergency vs Non-Crisis/Emergency

A mental/behavioral health **crisis** or **emergency** is any situation in which a person's behavior puts them at risk of hurting themselves or others and/or prevents them from being able to care for themselves or function effectively in the community (National Alliance on Mental Illness).

Non-crisis/emergency mental/behavioral health needs may include issues with processing significant events, including life changes/transitions, changes in the relationship with others, losses of any kind due to death, estrangement or relocation, conflicts or arguments with loved ones or friends, as well as trauma or exposure to violence.



If your Wave-Maker **is** experiencing a mental or behavioral health crisis or emergency

### TAKE ACTION AND CALL

Contra Costa Crisis Response for **minors**: 1-877-441-1089  
Contra Costa Crisis Response for **adults**: 1-833-443-2672  
911 or visit your nearest hospital emergency room  
\*211 can also connect you with Crisis Support/Resources\*

Additional Hotlines:

Natl. Suicide Prevention Lifeline:  
(800) 273-8255  
CA Youth Crisis Line:  
(800) 843-5200

*We recommend you notify the grade-level Dean or School Social Worker if your Wave-Maker does experience a crisis/emergency to discuss school supports.*



If your Wave-Maker **is not** experiencing a mental or behavioral health emergency

### CONSULT YOUR PEDIATRICIAN

Call your Wave-Maker's pediatrician to discuss your concerns and referral options. Pediatricians can provide greater insight, and, typically, have more historical, medical-related information to consider in the process. Your pediatrician's office may also provide a referral to another professional, if needed.



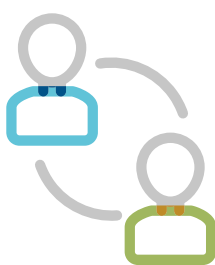
If you are unable to access your Wave-Maker's Pediatrician

### CONTACT INSURANCE PROVIDER

If your Wave-Maker has private health insurance coverage, you may contact the insurance provider directly to inquire about resources and possible referral to a service provider. There should be a phone number located on your Wave-Maker's insurance card, or you can search online to verify how to contact your provider.

Common insurance providers:

- Kaiser
- Anthem
- Cigna



If your Wave-Maker has Medi-Cal, or healthcare coverage is not available

### CALL THE ACCESS LINE OR 211

The 24-hour **Access Line** can be reached at 1-888-678-7277 for: Questions about mental health services and resources for substance use disorders. Assistance finding services including referrals to low-cost and sliding scale services, if uninsured.  
**211** can also connect you to additional services & supports.

For more information or questions regarding school-based mental/behavioral health services, contact:

Danilo Garcia, Middle School Social Worker  
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