

# Crisis Services in Utah

## Crisis Response Services

Crisis response services are a gateway to the full range of behavioral health services needed by individuals and families in crisis. A comprehensive crisis response system is an effective strategy for suicide prevention. It provides rapid response and support services by mental health professionals, reduces law enforcement interaction, and the costs associated with unnecessary and costly hospitalizations.

In FY18 the Legislature passed S.B. 31 and H.B. 41 which enacted a Statewide Mental Health Crisis Line and the Mobile Crisis Outreach Team Act, (MCOT) with the goal of setting standards of care and practices for a statewide behavioral health crisis response system, and to expand and set standards for MCOT and crisis worker certification. In FY20 Utah's legislature passed H.B. 32 Crisis Services Amendments establishing standards of care and responsibilities for Behavioral Health Receiving Centers, a statewide Warm Line staffed by Peer Support Specialists, and expansion of MCOT teams into the rural areas of Utah. Utah's comprehensive crisis services include a statewide crisis line, statewide warmline, expansion of MCOT statewide, into 11 of our 13 Local Mental Health Authorities (LMHA). Stabilization and mobile response teams (SMR) for children, youth in families in Salt Lake County, and the Northern and Southern regions of Utah. Statewide Safe UT text line, and funding for four, 23 hour, Behavioral Health Crisis Receiving Centers: in Salt Lake, Utah, Davis, and Washington Counties.

### ***Statewide Crisis Line - 800-273-TALK or (801) 587-3000.***

- 24/7 support by licensed personnel to provide prompt and compassionate crisis intervention, suicide prevention, emotional support, information and referrals, and follow up services.
- DSAMH contracted with the University NeuroPsychiatric Institute (UNI) to serve as the statewide crisis line in January 2019, and the statewide warmline in FY20.
- Has the ability to dispatch MCOTs into the community, when appropriate and available.

### ***Mobile Crisis Outreach Teams (MCOT) - dispatched through the Statewide Crisis Line***

- MCOT is a community based mobile crisis service that provides 24/7, free, face to face (or virtual) crisis intervention to those experiencing a mental health crisis.
- Provides rapid response assessment, as efficiently as possible wherever the crisis is happening, including at home, a park, or anywhere else in the community.
- The team consists of a licensed mental health professional and a peer support specialist who can provide a crisis assessment, support, and de-escalation,, with the goal of resolving the crisis situation when possible.

- Helps connect individuals and families in crisis to community resources, through referrals, warm hand offs and coordinating transportation when needed.

***Stabilization and Mobile Response (SMR) - (833)- SAFE-FAM***

Provides mobile response to children, youth and families and offers short-term in-home services when appropriate to support the family in long-term stabilization and success.

- Teaches skills in-home to improve family functioning
- Supports family in creating plans that help them prevent and manage future crises
- Connects families with helpful and ongoing resources.

***Behavioral Health Crisis Receiving Centers:***

These centers offer the community a no-wrong-door access to mental health and substance use care, accepting all referrals and law enforcement drop offs.

- Accept all referrals
- Do not require medical clearance prior to admission, and have medical staff available to provide basic medical care and triage if needed.
- Provide services to treat both mental health and substance use crisis issues.
- Staffed 24/7 by a multi-disciplinary team capable of meeting the needs of individuals experiencing all levels of crisis with a no refusal policy for law enforcement.

***Statewide Warmline - 833-SPEAKUT or (833) 773-2588***

Callers to the Utah Warm Line speak with a Certified Peer Support Specialist. A Certified Peer Support Specialist has completed specialized training, and also have similar lived-experiences to the callers, such as depression, anxiety, substance use, and/or others. Specialists are trained in providing hope and empowerment through the recovery model, which centers on an individual approach to recovery and healing, and supports learning new skills that help callers feel empowered to make positive changes.

***Safe UT Crisis Chat & Tip Line - Download the app or (833) 372-3388***

The SafeUT Crisis Chat and Tip Line is a statewide service that provides real-time crisis intervention to youth through live chat and a confidential tip program- all done from your smartphone.

- Provides free supportive counseling 24/7 by licensed clinicians
- Support youth with emotional crisis, bullying, relationship problems, and/or with thoughts of suicide.
- App is also available for First Responders/National Guard

***Utah Strong Recovery - (385) 386-2289 (call or text), Email [utahstrong@utah.gov](mailto:utahstrong@utah.gov)***

- Available to anyone experiencing stress, anxiety, or depression because of COVID19
- Crisis counselors available 7 days a week, 7:00 am to 7:00 pm
- Confidential and free of charge