

Crisis Intervention Resources

Warm Line

The Recovery Support “Warm Line” is operated by Certified Peer Support Specialists between the hours of 9 a.m. and 10.p.m. seven (7) days a week, 365 days a year. The Warm Line provides additional support(s) to individuals in order to prevent a mental health crisis by offering Peer-to-Peer support through telephone access. The Warm Line provides a friendly and understanding person for those who need someone to talk to and enables individuals with a mental health challenge to talk to a peer about issues they are facing in their lives. The Warm Line is also designed to promote wellness in a nonjudgmental and respectful manner by listening, encouraging and empowering a person to find resolution to his or her own problem and fostering a sense of hope, dignity and self-respect. The Warm Line is provided to Salt Lake County residents through the University of Utah Neuropsychiatric Institute.

The Warm Line is open from 9:00 AM to 10:00 PM call 801-587-1055.

CRISIS LINE

The purpose of the Crisis Line is to assist individuals who may be experiencing a crisis to access support and services as quickly as possible. The Crisis Line is available twenty-four (24) hours a day, seven (7) days a week, 365 days a year through a local 801 number and is staffed by qualified mental health professionals. These services can also be accessed through TTY/TDD and interpreter services are available via a multi-lingual language line. Crisis Line staff provide initial triage assessment for care. Following the triage assessment, information and referrals(s) to the appropriate community resources are provided as needed in order to assist an individual dealing with a current or potential crisis situation. All interactions are provided in a respectful manner utilizing a Solution-Focused approach based on a recovery oriented philosophy. When determined to be necessary, the Crisis Line staff will dispatch an adult/child Mobile Crisis Outreach Team or Designated Mental Health Professional to ameliorate an individual’s crisis and/or assist with an individual’s mental health needs. The Crisis Line is provided to Salt Lake County residents through the University of Utah Neuropsychiatric Institute.

The Crisis Line is open 24 hours a day call 801-587-3000

Mobile Crisis Outreach Team (MCOT)

The Mobile Crisis Outreach Team(s) respond to Salt Lake County residents in the community who are experiencing a mental health crisis. The MCOT works together with the individual and relevant involved parties in an effort to offer immediate relief to individuals who are experiencing distress in their life. MCOT teams assist and support the individual to maintain a stable situation in the least restrictive setting in an effort to avoid admission to higher levels of care. The MCOT team is available twenty-four (24) hours a day, seven (7) days a week, 365 days a year. Members of the MCOT offer advocacy, coaching, recovery assistance, psychiatric consultation, assessment, case management, crisis intervention and service coordination for persons who are experiencing a behavioral health crisis. MCOT provides a comprehensive psychiatric assessment and short term, time limited interventions focused on continuity of support

and services. In addition MCOT refers individuals to appropriate community resources; provide consultation to consumers, families, care providers, and others to manage specific crisis situations.

MCOT response teams consist of a Certified Peer Specialist and a Licensed Mental Health Professional (or Designated Youth Examiner) with psychiatric coverage available by phone. MCOT is provided to Salt Lake County residents through the University of Utah Neuropsychiatric Institute. Accessed through the Crisis Line 24 hours a day 801-587-3000

Wellness Recovery Center (WRC)

The Wellness Recovery Center is exclusively for individuals within the boundaries of Salt Lake County experiencing an acute mental health crisis. These services and supports will be provided twenty-four (24) hours, seven (7) days per week, and 365 days per year. The WRC has the capacity to respond to individuals, voluntary or seeking assistance in a crisis situation by providing crisis triage and intervention, assessment services, medication intervention, safety, security and assistance in alleviating the crisis. The environment is designed to provide assistance in a more natural environment that will help individuals remain in the community and permit their continued participation in other stable community-based care arrangements.

Capacity for the WRC is sixteen (16) beds. “Living Room” beds are available to individuals who are determined by the contractor and/or Optum SLCo Care Managers to be in need of short-term (1 to 14 days) face-to-face crisis support, assistance with life skills training, recovery planning, medication intervention and education in order for their condition to improve and safely return to the community.

The WRC is staffed by licensed nurses, licensed mental health therapists, and at least fifty (50) % Certified Peer Support Specialists. In addition, a licensed psychiatrist or advanced practice registered nurse is available for consultation. The WRC is provided to Salt Lake County residents through the University of Utah Neuropsychiatric Institute.

Receiving Center (RC)

The Receiving Center’s mission is to alleviate the mental health crisis of individuals in a less restrictive setting. The RC utilizes a supportive Recovery model designed to enable the individual to utilize community based services. The facility feels more like a “home” than a clinical setting. The maximum length of stay is 23 hours. These services and supports will be provided twenty-four (24) hours a day, seven (7) days a week, 365 days per year. The RC has the capacity to respond to individuals who may be involuntarily brought to the facility as a result of a crisis situation. These individuals are in need of crisis triage and intervention, assessment services, medication intervention, safety, security and assistance in alleviating the crisis.

The RC is staffed by licensed nurse, licensed mental health therapists, and Certified Peer Support Specialists. A licensed psychiatrist or advanced practice registered nurse is available for consultation to direct care staff and patients. The RC is provided to Salt Lake County residents through the University of Utah Neuropsychiatric Institute.

Nondiscrimination Policy:

Salt Lake County Division of Behavioral Health Services and Optum follow applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Optum does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Optum:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Optum at 1-877-370-8953.

If you believe that Optum has not provided these services or has treated you unfairly or discriminated in another way on the basis of your race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email with the Optum Grievance Representative. **In Person or Mail:** 2525 Lake Park Blvd, West Valley City, UT 84120, **Phone:** 1-877-370-8953, **Fax:** 1-801-982-3159, or **Email:** lori.maxfield@optum.com. You may also file a complaint with Medicaid Constituent Services Representative, by **Mail:** P.O. Box 143106, Salt Lake City, UT 84114-3106, **Phone:** 1-801-538-6417, 1-877-291-5583, **Fax:** 1-801- 538-6805, or **Email:** medicaidmemberfeedback@utah.gov .

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, **Mail:** Centralized Case Manager Operations, U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201, or **Phone:** 1-800-368-1019, 1-800-537-7697 (TDD), or **Email:** OCRComplaint@hhs.gov.

If you want to mail or email your complaint, you can write your complaint or you can use the Office of Civil Rights complaint form available at: <http://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

If you need help filing a grievance, call Optum at 1-877-370-8953 and hit prompt #2.

Language Services:

Free language assistance services are available to you. Please call 1-877-370-8953 or see below:

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-370-8953.

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-370-8953。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-370-8953.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-370-8953 번으로 전화해 주십시오.

Navajo

Díí baa akó nínizin: Díí saad bee yánílti'go **Diné Bizaad**, saad bee áká'ánída'áwo'dęę', t'áá jiik'eh, éí ná hólq, kojį' hódíílnih 1-877-370-8953.

Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-877-370-8953 ।

Tongan

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-877-370-8953.

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-877-370-8953.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-370-8953.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-370-8953.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-370-8953.

Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-877-370-8953.

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-370-8953.

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-370-8953。

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-370-8953.