

The EMQ FamiliesFirst Child and Adolescent Mobile Crisis Program

is a 24-hour, mobile crisis intervention service for Santa Clara County children and adolescents under age 18 in acute psychological crisis. It provides multilingual (Spanish, Vietnamese and other languages), community-based intervention and evaluation. It links children and families with other community agencies for long-term care and assistance. The program, which was developed in collaboration with Santa Clara County Mental Health in 1993, serves over 600 children and their families every year. Our Crisis Team uses the strengths of the child and family in collaboration with community resources to build an ongoing safety and action plan. The goal of the service is to provide crisis mental health services and referrals that help keep families intact, youth in their community and prevent unnecessary hospitalization.

The Mission of EMQ FamiliesFirst

We do whatever it takes to...

- help children,
 - strengthen families,
 - build community, and
 - advocate for systems change
- ...to ensure that our families thrive.



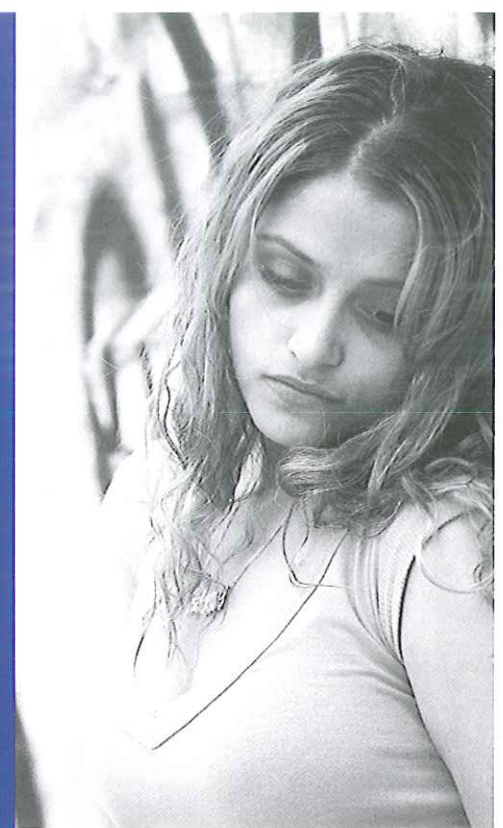
EMQ FamiliesFirst

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www.emqff.org

Questions regarding the program, please contact
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Child and Adolescent Mobile Crisis Program



The Child and Adolescent
Mobile Crisis Program

El Niño y Adolescente
equipo móvil de crisis

Chương Trình Của Mấy Em Trẻ
Đang Bị Khủng Hoảng



EMQ FamiliesFirst

WHO: Any child or adolescent under the age of 18, in Santa Clara County.

WHAT: Immediate danger of harming him / herself or others, or who is gravely disabled or mentally unstable, unable to care for self and is at risk of acute psychiatric hospitalization is appropriate for referral to the crisis team.

HOW: Call the EMQ FamiliesFirst 24/7 Mobile Crisis Team at **(408) 379-9085**

QUIENES: Cualquier niño o adolescente menor de 18 años de edad, en el condado de Santa Clara.

QUÉ: Peligro inmediato de dañarse a sí mismo o a otros, o quién este gravemente deshabilitado o mentalmente inestable, incapaz de cuidarse a sí mismo y está a riesgo de ser hospitalizado en un establecimiento de cuidado psiquiátrico, es apropiado para referirse al equipo de crisis.

CÓMO: Llame al Equipo móvil de crisis de EMQ, que funciona las 24 horas, al **(408) 379-9085**

Cho những ai: Bất cứ trẻ em hoặc thiếu niên dưới 18 tuổi, ở Santa Clara County.

Về việc gì: Người có nguy cơ làm tổn hại đến bản thân hoặc người khác, hoặc những người bị khuyết tật nặng hoặc tinh thần không ổn định, không thể chăm sóc cho bản thân và có nguy cơ nhập viện tâm thần cấp tính là phù hợp với giới thiệu cho nhóm khủng hoảng.

Bằng cách nào: Hãy gọi cho FamiliesFirst EMQ 24 / 7 Điện thoại di động khủng hoảng Team **(408) 379-9085**

Javier's Story

“The police called the EMQ FamiliesFirst Mobile Crisis Team to help a family whose son, Javier, was holding a knife to his throat and threatening to commit suicide. The parents were very young, did not speak English, and had three other young children who were frightened by what was happening. Complicating the situation was the fact that Javier had spent most of his life in the U.S. and could not speak his parents' native language fluently, so parents and child could not communicate very well.

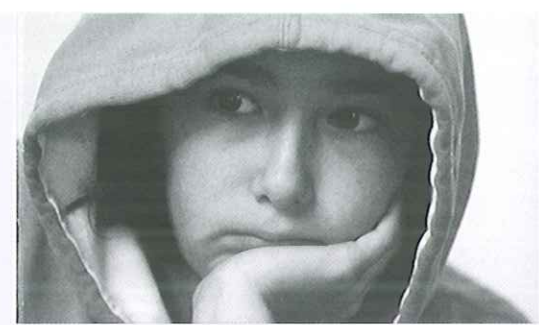
Our bilingual team, which responded to the call, was able to communicate with both parents and child. We discovered that Javier was experiencing an episode of psychosis. He told us that he was hearing voices inside his head, telling him to harm himself.

Javier needed assistance from a psychiatrist, but there is a several-week wait for children to see a psychiatrist in Santa Clara County. Usually in this situation a child would automatically be admitted to a mental hospital, but because of Javier's young age we felt that it would be too traumatic for him to be sent away from home, especially since our county has no mental health hospital beds for children and he would have had to be sent to a mental hospital in another county far from his family.

Perhaps you know a child or teen

who is self-destructive, suicidal, or even threatening to harm others. Maybe they are severely depressed, in acute psychological crisis or acting out hazardous behaviors towards themselves or others.

We are here to help with our strength-based mobile crisis team of trained mental health professionals skilled in crisis intervention. We provide to families, schools, and other community agencies: phone consultation, training, and assessments; de-escalation where the crisis is occurring and prevention of unnecessary hospitalization; safety plans for people who work with youth; and coping mechanisms to help the child and family deal with the existing situation.



To complicate matters, it was a Friday night, most offices were closed, and the family had no health insurance. However, after extensive phone calls and legwork, the Mobile Crisis team was able to find a psychiatrist who was willing to see Javier on Monday because of the seriousness of the situation. In the meantime we made a safety plan with Javier's family, which involved removing all items from the house which he might use to harm himself, and arranging for a rotation of family members to keep a 24-hour watch on Javier until Monday morning. The Mobile Crisis team kept in touch with the family throughout the weekend, to help them through this difficult time.

On Monday, the psychiatrist prescribed medication for Javier that stabilized him. He no longer hears voices telling him to harm himself, and he is safe at home with his family, receiving the therapy that he needs.”

Staff Training

Is your team responsible for dealing with children and adolescents in crisis? The EMQ FamiliesFirst Mobile Crisis team offers training and phone consultations on 5150 evaluations, crisis intervention, suicide assessments and other mental health assessments, and diagnosis as needed. Call the EMQ FamiliesFirst 24/7 Mobile Crisis Team at **(408) 379-9085** for more information.

Santa Clara County Crisis Response Network

EMQ FamiliesFirst is a member of the Santa Clara County Crisis Response Network and partners with regional agencies to help children and families.

*Names of people and places have been changed to protect the confidentiality of the family.