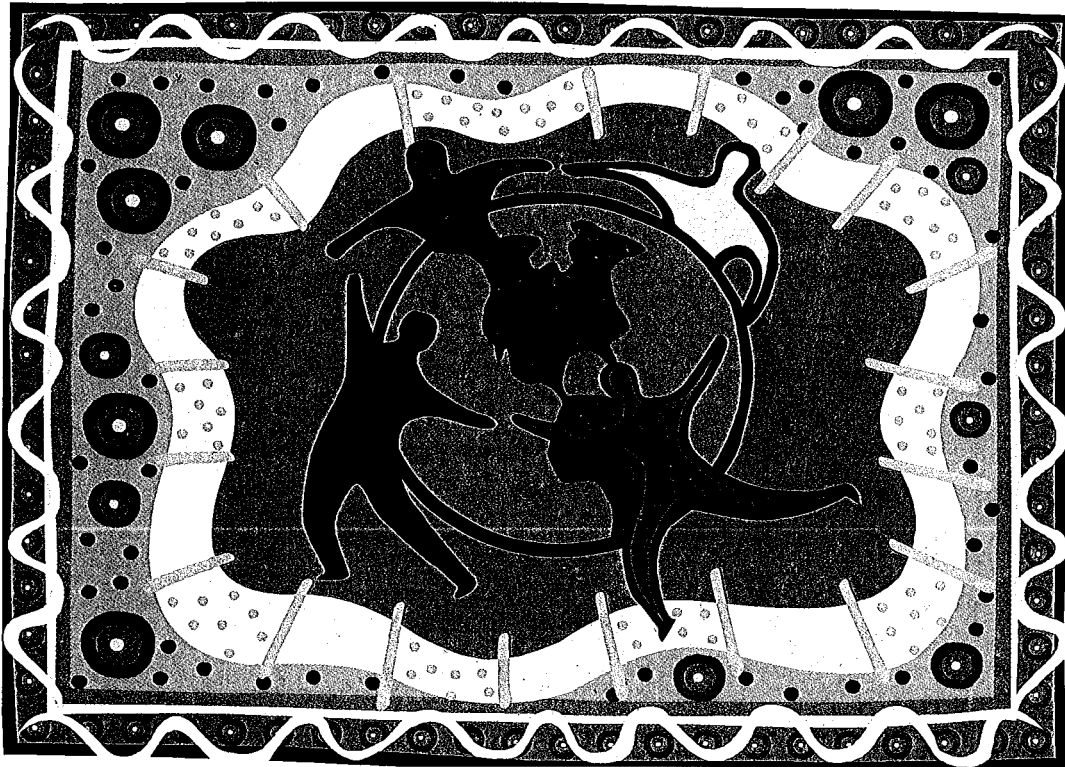


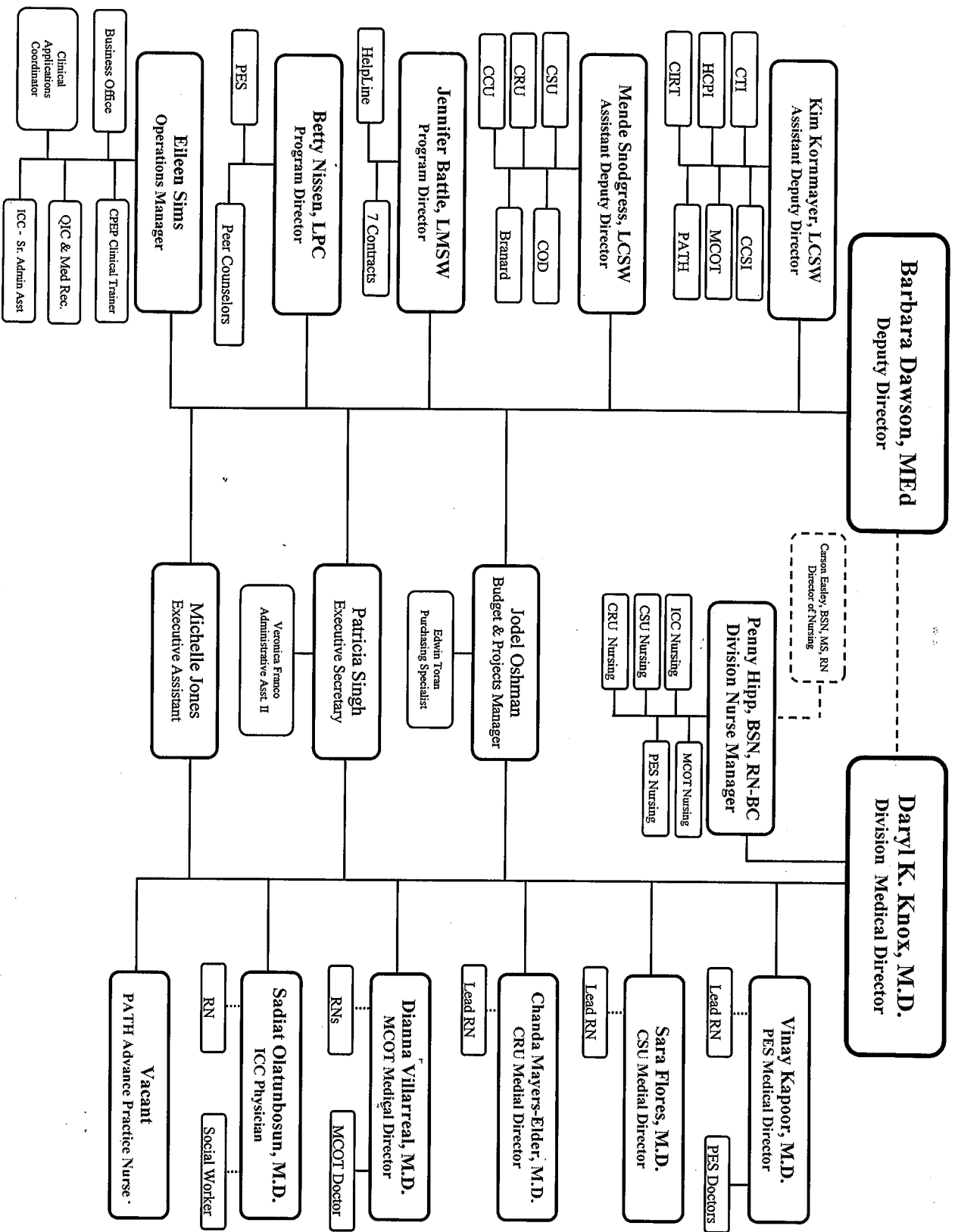
# Comprehensive Psychiatric Emergency Program (CPEP)



## Program Descriptions

2014

# Comprehensive Psychiatric Emergency Program (CPEP) Organizational Chart



**Mental Health Mental Retardation Authority of Harris County (MH/MRA)  
Comprehensive Psychiatric Emergency Programs (CPEP)**

<b>Helpline</b>	<b>MCCOT</b>	<b>PES</b>	<b>PATH Grant</b>
<b>MH/MRA Crisis and Helpline (24/7)</b>	<b>Mobile Crisis Outreach Team (30-60) days</b>	<b>Psychiatric Emergency Services (Up to 24 hours)</b>	<b>Projects for Assistance in Transition from Homelessness (90 days)</b>
<b>CCU</b>	<b>CIRT</b>	<b>CSU</b>	<b>CTI</b>
<b>Crisis Counseling Unit (4-8 weeks)</b>	<b>Crisis Intervention Response Team (Single Interaction)</b>	<b>Crisis Stabilization Unit (3-5 days)</b>	<b>Critical Time Intervention (9 months)</b>
	<b>CCSI</b>	<b>CRU</b>	
	<b>Chronic Consumer Stabilization Initiative (Extended)</b>	<b>Crisis Residential Unit (7-14 days)</b>	
		<b>BRANARD</b>	
		<b>Branard St. Respite (30 days)</b>	
		<b>COD</b>	
		<b>Co-Occurring Disorders (90 days)</b>	

**Mental Health and Mental Retardation Authority  
of Harris County (MHMRA)**  
[www.mhmraharris.org](http://www.mhmraharris.org)

**Comprehensive Psychiatric Emergency Programs (CPEP)**

**Division Directors**

**Deputy Director** – Barbara Dawson, M.Ed

**Medical Director** – Daryl K. Knox, M.D.

**Division Nurse Manager** – Penny Hipp, BSN, RN-BC

**Assistant Deputy Directors:**

**Field Based Programs** – Kim Kornmayer, LCSW

**Residential Programs** – Mende Snodgrass, LCSW

***For all MHMRA services: Must be a Harris County resident***

**MHMRA Helpline**

**713-970-7000 / 1-866-970-4770 (toll-free)**

**Director:** Jennifer Battle, LMSW  
[jennifer.battle@mhmraharris.org](mailto:jennifer.battle@mhmraharris.org)

**Asst. Director:** Janice Cote, LMSW  
[janice.cote@mhmraharris.org](mailto:janice.cote@mhmraharris.org)

**Location:** 7011 Southwest Freeway  
Houston, TX 77074

24/7 crisis and helpline

- Available 24 hours, 365 days per year
- Call if in a mental health crisis
- Call if needing information and referrals for mental health treatment and/or developmental disability assistance for self or others
- Consumer can call if have questions or concerns relating to treatment at MHMRA

**Counseling Program**

**Crisis Counseling Unit (CCU)**

**713-970-7474**

**Director:** Mende Snodgrass, LCSW  
[mende.snodgrass@mhmraharris.org](mailto:mende.snodgrass@mhmraharris.org)

**Location:** Bristow Building, 1<sup>st</sup> Floor  
2627 Caroline  
Houston, TX 77004

Free Brief Intervention Outpatient

- Open to any Harris County resident who needs crisis counseling and is indigent or uninsured

- **No diagnosis required**
- No eligibility process, no referral needed – just call for an appointment
- Individual and family therapy, including minors
- Some evening hours available
- Usually 4 to 8 weeks of sessions

## Field Based Programs

### **Mobile Crisis Outreach Team (MCOT)**

**713-970-7520**

**Director:** Evelyn Locklin, LPC  
[evelyn.locklin@mhmraharris.org](mailto:evelyn.locklin@mhmraharris.org)

**Medical Director:** Diana Villarreal, M.D.  
[diana.villarreal2@mhmraharris.org](mailto:diana.villarreal2@mhmraharris.org)

**Locations:** Bristow Building, 2<sup>nd</sup> Floor  
 2627 Caroline  
 Houston, TX 77004

New Start Building, 2<sup>nd</sup> Floor  
 7200 N Loop East  
 Houston, TX 77028

Mobile crisis services for individuals experiencing a mental health crisis who are unable to access services or are ambivalent about receiving services

- Hours: Mon – Fri, 7am - 10pm, (Weekend and After hours provided by CIRT Team)
- Referrals may come from the client, family, friend, agency or anyone with first hand knowledge of client's behavior
- Voluntary; must be willing to consent to MCOT services
- Response will be prioritized based on emergent/urgent status
- Services provided in the community; usually in the client's home
- Services offered for 30 - 60 days
- Will facilitate admission to a more restrictive level of care when indicated
- Collaborate with Houston Police Department (HPD) Crisis Intervention Team (CIT) and Crisis Intervention Response Team (CIRT), when indicated
- Serve All Ages
- Does *not* require target population diagnosis\*

### **Crisis Intervention Response Team (CIRT)**

**Director:** Ann MacLeod, LPC-S, NCC  
[ann.macleod@mhmraharris.org](mailto:ann.macleod@mhmraharris.org)

**Location:** Houston Center for Sobriety  
 150 Chenevert St. Ste 200  
 Houston, TX 77002

Licensed Master Level Clinicians from MHMRA are partnered with law enforcement to respond to calls involving individuals with mental illness. This collaboration includes Houston Police Department (HPD) and Harris County Sheriff's Office (HCSO) staff trained in mental health crisis intervention.

- 24 hours, 365 days per year

- **Referrals come ONLY through 911 dispatch**
- Respond to calls in the community involving individuals experiencing symptoms of mental illness
- Respond to all SWAT scenes
- Clients may be voluntary or involuntary

### **Chronic Consumer Stabilization Initiative (CCSI)**

**Director:** Glenna Garcia, LPC  
[glenna.garcia@mhmraharris.org](mailto:glenna.garcia@mhmraharris.org)

**Location:** New Start Building, 2<sup>nd</sup> Floor  
 7200 North Loop East  
 Houston, TX 77028

Intensive Case Management services for individuals experiencing mental illness who have had multiple encounters with law enforcement

- Hours: Mon – Fri, 8am – 5pm
- **Referrals come ONLY through Houston Police Department**
- Collaboration with the Houston Police Department (HPD)
- History of multiple admissions to jail, psychiatric hospitals and crisis services
- Repeated failed attempts at engagement in mental health services and housing stability due to needing intensive support and a lack of skills
- Voluntary; must be willing to consent to CCSI services

### **Emergency & Residential Programs**

#### **Psychiatric Emergency Services (PES)**

**713-970-4677**

**Director:** Betty Nissen, LPC  
[betty.nissen@mhmraharris.org](mailto:betty.nissen@mhmraharris.org)

**Medical Director:** Vinay Kapoor, M.D.  
[vinay.kapoor@mhmraharris.org](mailto:vinay.kapoor@mhmraharris.org)

**Location:** NeuroPsychiatric Center (NPC), 1<sup>st</sup> Floor  
 1502 Taub Loop  
 Houston, TX 77030

Open 24 hours, 365 days per year for psychiatric crises and emergencies

- Consumers can be held up to 23 hours for observation
- Voluntary and involuntary admissions
- Walk ins accepted for all ages and must be in mental health crisis
- May be open to another MHMRA program or clinic concurrently
- Assessment, medication and stabilization services
- Provides referrals and linkages with continued mental health treatment, both inpatient and outpatient
- Does *not* require target population diagnosis\*

**Crisis Stabilization Unit (CSU)****713-970-4604****Director for** Mende Snodgress, LCSW**Medical Director:** Sara Flores, M.D.**Social Services:** [mende.snodgress@mhmraharris.org](mailto:mende.snodgress@mhmraharris.org)[sara.flores@mhmraharris.org](mailto:sara.flores@mhmraharris.org)**Location:** NeuroPsychiatric Center (NPC), 2<sup>nd</sup> Floor  
1502 Taub Loop  
Houston, TX 77030

Inpatient stabilization unit for consumers experiencing a mental health crisis

- Open 24 hours, 365 days per year
- Average stay 3 - 5 days
- Must be referred by doctor
- Voluntary only
- Serve adults only
- Harris County consumers with no insurance
- Psychiatric stabilization and social services
- May be open to another MHMRA program or clinic concurrently
- Does *not* require target population diagnosis\*

**Interim Care Clinic (ICC)****713-970-4636****Medical Director:** Daryl Knox, M.D.**Director:** [daryl.knox@mhmraharris.org](mailto:daryl.knox@mhmraharris.org)**Location:** NeuroPsychiatric Center  
1502 Taub Loop  
Houston, TX 77030

Provide interim psychiatric assessment, treatment and medication support for patients with an established psychiatric diagnosis who do not have a psychiatric outpatient clinic or provider.

- Hours: Mon – Fri, 9am – 9pm
- Adult (18 years of age or older)
- Voluntary
- Psychiatric illness or symptoms not severe enough to require inpatient psychiatric hospitalization
- Absence of active suicidal or homicidal thoughts or ideations
- New onset or established psychiatric diagnosis needing ongoing outpatient care and monitoring
- Mild IDD conditions that are amenable to routine outpatient psychiatric care

**Crisis Residential Unit (CRU)****713-970-7474****Director:** Mende Snodgress, LCSW**Medical Director:** Chanda Mayers-Elder, M.D.[mende.snodgress@mhmraharris.org](mailto:mende.snodgress@mhmraharris.org)[chanda.mayers-elder@mhmraharris.org](mailto:chanda.mayers-elder@mhmraharris.org)**Location:** Bristow Building, 1<sup>st</sup> Floor

2627 Caroline  
Houston, TX 77004

Short term residential mental health program (not a shelter)

- Alternative to hospitalization
- 18 bed residential facility
- Open 24 hours, 365 days per year
- Referrals from agencies and programs accepted; no self-referrals; all admissions must be approved by physician
- Voluntary only, homeless or non-homeless served
- Stay 7 to 14 days to stabilize on medication and receive intensive psychosocial rehabilitation to promote re-entry into community
- Re-admission of patients who have been previously treated in the CRU is decided on a case-by-case basis and is not guaranteed
- Substance abuse not an exclusion from admission
- Participate in group therapy, psychotherapy, medication management, case management, LCDC and nursing services
- Participation in 5 – 6 groups per day in the following areas: problem-solving, communication, life-skills, chemical dependency education, cognitive behavioral interventions, dialectical behavior therapy techniques and anger management
- Does *not* require target population diagnosis\*

---

**Branard Street Crisis Respite Living**

**713-970-6040**

**Director:** Donna Olson-Salas, LCSW  
[donna.olson-salas@mhmraharris.org](mailto:donna.olson-salas@mhmraharris.org)

**Location:** 612 Branard  
Houston, TX 77006

Provides respite care for clients who may need more a restrictive level of care until stabilized

- Nine apartments with capacity for 16 residents
- Open 24 hours, 365 days per year
- Adult (18 years of age or older)
- Voluntary
- Requires target population diagnosis\*
- Not actively suicidal or homicidal
- Medically stable
- Must be capable of independent living
- Capable of self-administration of medication
- Currently experiencing a psychiatric crisis as defined by the consumer and/or mental health practitioner
- On site 24 hour staff
- Stay is up to 30 days



## Co-Occurring Program (COD)

713-970-7428

**Program Manager:** Cassandra Johnson, LPC  
[cassandra.johnson@mhmraharris.org](mailto:cassandra.johnson@mhmraharris.org)

**Location:** Bristow Building, 2<sup>nd</sup> Floor  
2627 Caroline  
Houston, TX 77004

Treatment for co-occurring mental illness and substance abuse

- Hours: Mon – Fri, 8am – 5pm (On call after hours)
- Currently limited to 24 beds
- Up to 3 months in a residential substance abuse treatment setting
- Mental health treatment provided by MHMRA and substance abuse treatment provided by substance abuse residential staff
- Must have a target population diagnosis\* AND a substance abuse diagnosis
- Referrals must come from Jail, CPEP or MHMRA adult outpatient clinics
- Must be opened to a MHMRA clinic
- Must meet written admission criteria
- Voluntary; must be willing to consent to COD services

## Homeless Program

### Projects for Assistance in Transition from Homelessness (PATH)

713-970-7413

**Director:** Cherie Steinberg, LPC  
[cherie.steinberg@mhmraharris.org](mailto:cherie.steinberg@mhmraharris.org)

**Location:** Bristow Building, 2<sup>nd</sup> Floor  
2627 Caroline  
Houston, TX 77004

Provides clinical and non-clinical services to individuals who are *both* homeless and have a mental illness

#### **Eligibility Criteria:**

- Homeless by self report (person does not need to meet HUD criteria)
- Voluntary
- Does *not* require target population diagnosis\*

#### **Clinical Services Provided:**

- Community Outreach Services
- Comprehensive Psychosocial Assessment
- Psychiatric Assessment and Medication Services
- Substance Abuse Assessment and Counseling
- Case Management
- Linkage with & Referrals to Housing & Social Service Providers
- Open for services up to 6 months

**Non-Clinical Services Provided:**

- Drop in Center
- Meal Service (Breakfast & Lunch)
- Showers
- Laundry Services
- Clothing Closet
- Access to Computers for resume writing, job search, etc
- Lockers for personal belongings

**How to Access:**

- Open Mon – Fri, 7am – 4pm
- Intakes for new clients are performed every morning on a first come, first serve basis
- No referral needed - individuals walk in to request services
- PATH staff can determine diagnosis at intake

**Long Term Case Management Program**

**Critical Time Intervention (CTI)**

**Director:** Glenna Garcia, LPC  
[glenna.garcia@mhmraharris.org](mailto:glenna.garcia@mhmraharris.org)

**Location:** New Start Building, 2<sup>nd</sup> Floor  
7200 N Loop East  
Houston, TX 77028

Assists homeless individuals with mental illness in their transition from the streets, shelters, psychiatric hospitals or criminal justice system, into the community

**Eligibility Criteria:**

- Adult
- Homeless; coming out of shelter, hospital or jail
- Requires target population diagnosis\*
- Must be motivated to participate in the treatment program
- Repeated admissions to crisis services and/or psychiatric hospital
- Repeated failed attempts at engagement in mental health services & housing stability due to needing intensive support and a lack of skills
- Voluntary; must be willing to consent to CTI services which includes but is not limited to: meeting with CM multiple times a week, compliance with medication and all doctor appointments, participate in scheduled activities 15 hours a week (school, work, volunteer, IOP, day program, etc.) and willing and able to follow rules of program and facility in which they reside
- Individuals who are able to live independently (or have the capacity to live independently after receiving support and skill building) and are cognitively able to actively participate in treatment and understand consequences of choices

**Services Provided:**

- Comprehensive Psychosocial Assessment

- Intensive Case Management Services for up to 9 months
- Linkage with & Referrals to Housing, primary healthcare, substance abuse treatment and other Social Service Providers
- Client and Family Education
- Receive services up to 9 months – divided into three phases, with decreasing intensity with each phase

**How to Access:**

- Hours: Mon – Fri, 8am – 5pm (On call after hours)
- MHMRA program should call or send referral to the CTI Program Director
- Referral packet completed and reviewed by Program Director to determine appropriateness for the program.
- Since services are provided in the community, usually the client’s home, clients with violent criminal histories will be assessed on a case by case basis

**MHMRA Adult Mental Health Intake Services**

**MHMRA Eligibility Center (EC)**

**713-970-4444**

**Practice**     Jeffery Lovell, LPC  
**Manager:**    [jeffery.lovell@mhmraharris.org](mailto:jeffery.lovell@mhmraharris.org)

**Location:**    3630 W Dallas  
                       Houston, TX 77019

Intake to determine eligibility to receive services at a MHMRA clinic

- Doors open Mon – Fri at 7 am/ service begins at 7:30 am on a first come basis  
 Mon. – Thurs. close for walk-ins at 4 pm/ Fri close for walk-ins at 2 pm
- Person must be at least 17 years-old, live in Harris County, have a target population diagnosis\* and meet MHMRA financial guidelines
- For documentation needed call the above # or go to [www.mhmraharris.org/Eligibility-Center.asp](http://www.mhmraharris.org/Eligibility-Center.asp) for more info
- Mental health and financial assessments are completed to determine enrollment into a MHMRA Clinic

\*\*\*\*\*

**\*TARGET POPULATION DIAGNOSIS** is required for enrollment at a MHMRA Adult Clinic (Major Depression, Bipolar, Schizophrenia or Schizoaffective). It is only required for certain CPEP programs (if so, stated in program descriptions above).

\*\*\*\*\*



**Houston Police Department  
Mental Health Unit - Resource Information**

**In case of an EMERGENCY, call.....9-1-1**  
Call 9-1-1 if someone, due to his mental state, is an immediate danger to himself or others, including threats of suicide or homicide.

**Houston Police Department..... 713-884-3131**  
Call the Houston Police Department directly if someone is acting out due to their mental state, but is NOT an immediate threat or danger to themselves or someone else.

**MHMRA Helpline..... 713-970-7000**

**Mental Health America of Greater Houston 713-522-5161**

**Ben Taub Psychiatric Unit..... 713-873-2636**

**MHMRA NeuroPsychiatric Center (NPC)..... 713-970-4600**

General Information/Admission Criteria

1502 Taub Loop (next to Ben Taub)

**Harris County Psychiatric Center (HCPC)..... 713-741-5000**

2800 S. MacGregor

**Precinct 1 Constables Office @ HCPC..... 713-741-6012**

Mental Health Warrants

**Mobile Crisis Outreach Team (MCOT)..... 713-970-7520**

MCOT is an outreach service that provides treatment and linkage for Harris County residents with mental illness who are unable or unwilling to access routine outpatient clinical services. MCOT services are voluntary.

**Bristow Homeless Unit..... 713-970-7413**

Provides voluntary clinical and non-clinical services to Harris County residents who are homeless and have mental illness.

2627 Caroline St; M-F 8 am-4:30 pm

**Departamento de Policia de Houston  
Recurso de Información  
del Equipo de La Intervención de Crisis**

**En caso de EMERGENCIA, llame al.....9-1-1**

Llame al 9-1-1 para solicitar ayuda si alguien presenta algún peligro a si mismo o a otros, incluyendo suicidio o homicidio.

**Departamento de Policia de Houston 713-884-3131**

Llame al Departamento de Policías de Houston directamente si alguien se realiza en un estado mental pero NO presenta peligro inmediato a si mismo, o a otros.

**MHMRA Línea de Socorro..... 713-970-7000**

**Asociación de Salud Mental de Houston..... 713-522-5161**

**Unidad Psiquiátrico del hospital Ben Taub..... 713-873-2636**

**MHMRA Centro NeuroPsiquiátrico (NPC)..... 713-970-4600**

Información General / Criterios de Admisión

1502 Taub Loop (al lado del hospital Ben Taub)

**Centro Psiquiátrico del Condado de..... 713-741-5000**

**Harris (HCPC)**

2800 S. MacGregor

**Districto 1 - Oficina de Policías en HCPC..... 713-741-6012**

Ordenes (Civil) de Salud Mental

**Equipo Móvil de Crisis (MCOT)..... 713-970-7520**

MCOT es un servicio de alcance que proporciona tratamiento y vinculación para residentes del condado de Harris que sufren con enfermedades mentales y que no pueden o no quieren utilizar servicios del paciente externo. Los servicios de MCOT son gratis para pacientes que dan el consentimiento.

**Bristow Unidad Para Personas Sin Hogar..... 713-970-7413**

servicios clínicos y de general para residentes del condado de Harris que no tienen hogar y sufren con enfermedades mentales.

2627 Caroline St.; Lunes a Viernes, 8 a.m. - 4:30 p.m.



**Houston Police Department  
Mental Health Unit - Resource Information**

**Veteran's Administration**

Comprehensive Mental Health..... 713-794-8709

Substance Abuse and Trauma Recovery..... 713-794-8700

2002 Holcombe

**Crisis Hotline (713-HOTLINE)..... 713-468-5463**

**Teen Crisis Hotline (713-529-TEEN)..... 713-529-8336**

**Suicide Hotline (1-800-SUICIDE)..... 800-784-2433**

**Council on Alcohol and Drugs of Houston**

Services and Referrals..... 713-942-4100

**Montrose Counseling Center..... 713-529-0037**

**Harris County Social Services..... 713-696-7900**

**Texas Department of Human Services 713-767-2000**

**Adult Protective Services..... 713-767-2738**

**Rape Crisis Hotline..... 713-528-7200**

**Alzheimer's Assoc. of Houston & SE Texas 713-314-1313**

**Houston Autism & Disability Network 832-341-3394**

**Mayor's Citizen's Assistance Office..... 832-393-0955**

**Houston Service Helpline 3-1-1**

**Asian American Family Services 713-600-9400**

**---Online Resources---**

**Alzheimer's Association-Houston www.alz.org/texas**

**Harris County MHMRA www.mhmraharris.org**

**Mental Health America-Houston www.mhahouston.org**

**National Alliance on Mental Illness www.nami.org**

**Tx Autism Advocacy www.texasautismadvocacy.org**

**Houston Police Department CIT www.houstoncitr.org**

September-10

**Departamento de Policia de Houston  
Recurso de Información  
del Equipo de La Intervención de Crisis**

**Administración de Veteranos**

Salud Mental..... 713-794-8709

Abuso de Sustancia y Recuperación de Trauma..... 713-794-8700

2002 Holcombe

**Línea de Socorro..... 713-468-5463**

**Línea de Socorro Para Adolescentes..... 713-529-8336**

**Línea de Socorro de Suicidios..... 800-784-2433**

**El Consejo Sobre Alcohol y Drogas de Houston**

Servicios y Consulta..... 713-942-4100

**Montrose Centro de Consejo..... 713-529-0037**

**Servicios Sociales del Condado de Harris..... 713-696-7900**

**Departamento de Servicios Humanos**

del Estado de Tejas..... 713-767-2000

**Servicios Preventivos Para Adultos..... 713-767-2700**

**Línea de Socorro Para Violaciones Sexuales.... 713-528-7273**

**Asociación de Alzheimer's de Houston 713-314-1313**

**Red de Autismo y Incapacidad de Houston 832-341-3394**

**Oficina del Alcalde Para Asistir Ciudadanos.... 832-393-0955**

**Línea Para Servicios Municipales..... 3-1-1**

**Servicios de Asiatico Americanos 713-600-9400**

**---Recursos del Internet---**

**Asociación de Alzheimer's-Houston www.alz.org/texas**

**Asociación de la Salud Mental de Houston www.mhahouston.org**

**Asociación de Salud Mental de Houston www.mhahouston.org**

**Alianza Nacional de Enfermedad Mental www.nami.org**

**Defensa de Autismo de Tejas www.texasautismadvocacy.org**

**Departamento de Policia de Houston CIT www.houstoncitr.org**



## MENTAL HEALTH EMERGENCY ASSISTANCE GUIDE

If you or someone you know is exhibiting signs of mental illness, it is important to access mental health services before the situation becomes a crisis. You can access these services by calling the **MHMRA Helpline** at 713-970-7000. If there is **NOT an immediate threat of danger** but someone is acting out due to their mental state, call the Houston Police Department non-emergency # 713-884-3131 and request that a Crisis Intervention Trained (CIT) Officer be dispatched to the location of the incident. If someone, due to their mental state, is acting out and there **IS an immediate threat of danger** to that person or to someone else, **call 911**. An immediate threat of danger can include threat to hurt himself or to hurt someone else.

### Calling 911

In an emergency when you call 911, it is important that you remain calm. You will need to provide law enforcement with important information in order for the emergency to be successfully resolved. Try to speak calmly to the 911 operator and do not shout.

Provide the following information to the 911 Operator:

- Your name and address, the location of the incident
- The name of the person in crisis, your relationship to that person, and a description of the person in crisis
- The person has a mental illness, known diagnosis (if possible)
- Any medications the person takes or has stopped taking
- Do you feel threatened? Any history of violence with the person in crisis?
- Are any weapons at the location? If so, attempt to remove them before calling 911 if you can safely do so
- What the person in crisis is doing at the time, what they're saying, hearing voices, etc
- **Request a Crisis Intervention Trained (CIT) officer, if available**

### When Law Enforcement Arrives

- Have **all lights turned on** in the house, if indoors, so that everyone can be clearly seen by the arriving officers.
- Have nothing in your hands if you come out to meet the officer.
- Do not run up to the officers, they do not know who you are. Responding officers need to know who the person in crisis is and that, while you may be agitated, you are not a threat.
- **Calmly identify yourself** and answer any questions the officers might have regarding the person in crisis.
- **Don't assume** that the officers have received all of the information you have given to the 911 operator. Offer any information you think might be helpful, but do not ramble on.
- **Be clear and concise.** Be aware that the officers will attempt to de-escalate the situation verbally and that this type of situation can take time. Be patient and do not interfere once the officers begin to speak to the person in crisis.

MHMRA Help Line 713-970-7000

For additional information on mental illness or the Houston Police Department CIT program

Log on to [www.houstoncit.org](http://www.houstoncit.org)



## **GUIA DE ASISTENCIA PARA EMERGENCIAS DE SALUD MENTAL**

Si sucede una emergencia por problemas de salud mental, pero no existe peligro inmediato para la persona o personas involucradas, llame al Departamento de Policia de Houston al 713-884-3131, y pida que un official del equipo de Intervencion de Crisis sea enviado al lugar del incidente. Si existe un peligro inmediato puede incluir amenazas de daño fisico a la persona misma u otras personas involucradas.

### **LLAMANDO AL 9-1-1**

Es importante mantener la calma cuando llame al 9-1-1. Agencias policiacas necesitaran informacion vital para poder resolver su emergencia. Trate de hablar calmadamente con el operador de 9-1-1 y dar la siguiente informacion:

- Su nombre y direccion/Locacion del incidente
- El nombre de la persona en crisis/su relacion con esa persona/ una descripcion de la persona
- Si esa persona tiene historial de salud mental?
- Cualquier medicamento recetado a la persona
- Siente que hay peligro inmediato ?/historial de violencia con la persona?
- Existe acceso a armas? guardelas antes de llamar al 9-1-1 si es posible.
- Como esta actuando la persona involucrada? que esta diciendo, o viendo.
- Pida que un official del equipo de Intervencion de Crisis

### **CUANDO RESPONDA LA POLICIA**

- Mantenga todas las luces prendidas en el interior de su casa para que oficiales puedan identificar toda persona involucrada.
- No tenga nada en las manos y mantenga la calma cuando salga a recibir a los oficiales
- A ningun momento debe correr hacia direccion de los oficiales. Muestre que usted no presenta ningun peligro para los oficiales y la situacion.
- De manera tranquila, identifiquese con el oficial y responda a cualquier pregunta sobre la persona y la situacion. Recuerde que el oficial posiblemente no tenga todos los datos necesarios sobre la situacion.
- Mantenga paciencia y no interfiera con el proceso. Los oficiales intentaran resolver la situacion y puede tomar una cantidad de tiempo indefinido.

MHMRA Linea de Asistencia 713-970-7000

Para mas informacion sobre problemas de salud mental o el programa de CIT del Departamento de Policia de Houston, vaya a nuestra pagina electronica [www.houstoncit.org](http://www.houstoncit.org)