



Thurston Mason Behavioral Health Crisis Response System—Matrix

	IMMEDIATE RESPONSE—Telephone support	VOLUNTARY CRISIS SERVICES		INVOLUNTARY EVALUATION/SERVICES		
ADULTS (18 and older)	<p>The Crisis Clinic of Thurston and Mason Counties (telephone support only)</p> <p>Phones are answered 24 hours a day, 7 days a week, 365 days a year.</p> <p>Provide information, referral, and crisis intervention services</p> <p>Compassionate, Emotional Support</p> <p>Services are confidential, anonymous</p> <p>Crisis Line (360) 586-2800</p> <p>Teen/Youth Help Line (360) 586-2777</p>	<p>Olympic Health and Recovery Services</p> <p>The 24/7 Crisis Hotline</p> <p>Phones are answered 24 hours a day, 7 days a week, 365 days a year.</p> <p>Provide crisis intervention services and linkages to in-person crisis services</p> <p>360-754-1338 or 800-270-0041</p>	<p>OTHER TELEPHONE SUPPORT—for general and specific populations</p> <p>-The Institute on Aging’s Friendship Crisis & Support (60+ or those w/disabilities) 800-971-0016</p> <p>-The Trevor Project Helpline (24/7) 866-488-7386 for LGBTQIA</p> <p>-The Trans Lifeline (24/7 & peer support) 877-565-8860</p> <p>-We R Native—Text LGBTQ2S to 97779 or text ALLY to 97779</p> <p>-National Suicide Prevention Lifeline (24/7) 800-273-8255. Has Veteran responder option, press #1 or text 838255</p> <p>-Washington Poison Center, connects to local, specially trained nurses, pharmacists & poison specialist. Services for hearing impaired and 240 languages are supported. 800-222-1222</p> <p>-Washington Listens 833-681-0211</p> <p>-Teen Link 866-TEENLINK</p>	<p>Olympic Health and Recovery Services: Mobile Crisis Outreach (18+) - any adult regardless of insurance</p> <p>360-754-1338 or 800-270-0041</p>	<p>Olympic Health and Recovery Services:</p> <p>Designated Crisis Responders (DCRs)</p> <p>Involuntary Treatment Services Available to any Individual ages 13 and older in the region regardless of insurance</p> <p>360-754-1338 or 800-270-0041</p>	
TRANSITIONAL AGE (15-25)				<p>Catholic Community Services:</p> <p>Children’s Mobile Crisis</p> <p>Youth up to 21 years</p> <p>Thurston and Mason Counties – any youth regardless of insurance can receive 72 hour crisis intervention plus up to an additional 74 days stabilization supports</p> <p>360-480-5721</p>		<p>Catholic Community Services (location-based services):</p> <p>Children’s Mobile Crisis—Pediatric Integrated Care referrals from South Sound Pediatrics</p> <p>and</p> <p>Children’s Mobile Crisis—Juvenile Justice referrals from Thurston County Juvenile Justice System</p> <p>Youth up to 21 years</p> <p>Any youth regardless of insurance can receive 72 hour crisis intervention plus up to an additional 74 days stabilization support</p>
CHILDREN/YOUTH (0-14)						



Thurston Mason Behavioral Health Crisis Response System

If this is an emergency, call **9-1-1** or go to the nearest hospital emergency room

If the person is experiencing a behavioral health crisis, call **Olympic Health and Recovery Services (OHRS)**, the 24/7 regional crisis hotline, at:

360-754-1338 or 800-270-0041

A trained professional will answer your call and provide crisis intervention and triage services. They will ask questions about the Individual in crisis and ensure the Individual is connected to the appropriate service (see below) and/or provide referrals to other community resources.

Mobile Crisis Teams

These programs provide 24/7 community-based crisis response services for:

Adults and youth who live in Thurston or Mason Counties; **AND,**

Are in crisis that cannot be managed with traditional outpatient behavioral health services alone **OR** are at risk of being hospitalized.

The person in crisis must have requested or consented to voluntary crisis response services.

WHO DO I CALL?

Adults 18 and older, Olympic Health and Recovery Services:
360-754-1338 or 800-270-0041

Youth up to 21 years, Catholic Community Services: **360-480-5721**
Thurston and Mason Counties—any youth regardless of insurance

Involuntary Treatment Services

Designated Crisis Responders (DCRs) provide 24/7 community-based evaluations of individuals experiencing a behavioral health crisis to determine if involuntary services are required.

DCRs have the ability, under state behavioral health laws (RCW 71.05 and 71.34), to detain any person, regardless of age or ability to pay, for involuntary hospitalization when the person presents a harm to self/others/property, or is gravely disabled and is at imminent risk, or if there is a non-emergent risk due to a substance use or mental health disorder.

WHO DO I CALL?

Any Individual age 13 and older, Olympic Health and Recovery Services:
360-754-1338 or 800-270-0041

Other Resources for services in the Thurston Mason Regional Service Area:

Thurston-Mason Behavioral Health Administrative Service Organization (responsible for crisis and non-Medicaid services): 360-763-5828 or 800-658-4105

Fax: 360-489-1435 — 612 Woodland Square Loop SE, Suite 401, Lacey

Health Care Authority: 1-800-562-3022

Managed Care Organizations (MCOs) - Amerigroup: 1-800-600-4441, Community Health Plan of Washington: 1-800-440-1561, Coordinated Care: 1-844-354-9876, Molina: 1-800-294-8620, and United: 1-800-562-3022

System of Care Hub <http://systemofcarehub.com>: Coalition of the System of Care Partnership of Mason and Thurston and Behavioral Health Agencies offering a wide range of services in Mason and Thurston Counties. Most (but not all) of the programs are geared toward helping school-age children with behavioral health issues.

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