



Tips to Remember When Accessing the Multnomah County Crisis Line

In the event of a mental health crisis please call the Multnomah County Crisis Line at 503.988.4888. The Crisis Line will provide consultation and can help assess the severity of the situation. A list of sample student behaviors that may constitute a crisis can be found here: (<http://portland.schoolwires.net/Page/1751>),

Here are some recommendations to help you efficiently and effectively utilize Multnomah County's crisis services:

1. Be specific and concrete when calling the Crisis Line.
 - a. If the student is a danger to his/herself or others, mention this first.
 - b. Get as many specifics as you can. For example, if the student is suicidal, let the Crisis Line know if there is a specific plan, method, timeline, etc.
 - c. Be sure to have the student's demographic information from the District student database available to share with the Crisis Line.
2. If possible, try to involve the Crisis Line earlier in the day rather than waiting until the end of the school day for intervention.
3. Remember to share if a student is currently enrolled in mental health services or involved with DHS or Juvenile Justice Services.
 - a. Indicate whether the school has made an attempt to contact that provider/agency.
 - b. Crisis Line staff may be able to help facilitate contact with the student's current provider/agency.
4. If the Crisis Line determines the student needs immediate assistance, they may dispatch one of their mobile crisis teams (also known as Project Respond or Crisis Prevention Outreach).
 - a. The mobile crisis team will require parent permission to meet with the student.
 - b. In order to access the plan the mobile crisis team made with the student/family, the school must get a signed Release of Information form (<http://portland.schoolwires.net/Page/2090>) signed by parent/guardian
5. If the student is in imminent risk of running, causing harm to his/herself or others, call 911.
 - a. The mobile crisis team will not put their hands on a student.
 - b. If the student needs to be transported home or to a hospital, the mobile crisis team will rely upon the SRO or parent/guardian for transportation assistance.
6. Once the mobile crisis team arrives, it is helpful for the person who directly heard the student's disclosure to be in the room when the mental health staff interviews the student.
7. Allocate one person in the school to be the point person for the mobile crisis team for follow-up calls. Provide the point person's after-hours phone number to the mobile crisis team.
8. Make sure the mobile crisis team is given student's current address.
 - a. If the student is temporarily staying at a different address than what is in the district student database, share this address with the mobile crisis team.
9. If the police or an ambulance needs to remove a student in crisis, be sure the exit plan causes the least amount of disruption for your school (e.g., encourage them to use the back or side door).