

Quick Tips for Families

Mental Health Crisis Services for Children & Adolescents

Provided by
The Family, Child & Adolescent Team
Dallas County Behavioral Health Leadership Team

It is possible for children who live with a mental illness to become ill even when they are following their treatment plan; however, the best way to prevent a crisis is to have a treatment plan that works and is followed.

What is a Mental Health Crisis?

Increased stress, changes in family situations, bullying at school or substance use may trigger an increase in behaviors that lead to a mental health crisis. These things can be especially upsetting for a child or teen who may not understand their illness or the symptoms even when they appear out of the blue. Mental health crises include one or more of the following:

- Severe disruptive behavior
- Aggressive or threatening behaviors
- Self harming behaviors
- Acute psychosis
- Suicidal thoughts
- Threats to harm self or others

Prevention & Crisis Planning

The best way to prevent a crisis is to have a treatment plan that works and is followed. It is important to understand that children change as their brains grow and medications that were working can suddenly stop working. Behaviors change. New behaviors occur. You can help prevent a crisis by noting changes in behaviors. You may want to document behaviors by keeping a journal, making notations on a calendar or listing common occurring behaviors. It is important to remember to note changes and early warning signs because they might be an indicator that a crisis could occur.

- ***Crisis Planning:*** Develop a crisis plan. All team members (therapist, doctor, school counselor) should be part of the plan when possible. A crisis plan should be written down and distributed to all persons who may be involved in resolving a crisis. It should be updated whenever there is a change in the child's diagnosis, medication, treatment or team members.

When to seek help?

When a mental health crisis or behavioral emergency occurs, parents often don't know what to do. A crisis can occur even when a parent has used de-escalation techniques or other options to address the crisis. It's often nobody's fault. If you are worried that your child is in or nearing a crisis, you can seek help in a number of ways. Before choosing which option to pursue, assess the situation. Consider whether your child is in danger of hurting themselves, others or property. Consider whether you need emergency assistance, guidance or support.

Where to Seek Help?

- ***Mental Health Crisis Phone Lines:*** These crisis lines are answered by trained workers who assist callers with their mental health crisis, make referrals, and contact emergency services.
- ***Mobile Crisis Teams:*** This is a team of trained mental health professionals that you can call to come to your home to help you manage the crisis while it's happening and to provide follow-up support.
- ***Mental health centers:*** This is a walk-in clinic, where you can take your child when he or she is in crisis to see licensed mental health professionals for support, evaluation, and referrals, in some cases without an appointment.
- ***Immediate Danger to Self or Others:*** Call 911 or go to your nearest emergency department. Be prepared for long waits in the emergency department. Your child may also need to be transported to inpatient facility if a psychiatric admission is needed.
- ***Not in immediate danger:*** If you do not believe your child is in immediate danger, call your psychiatrist, nurse, therapist, case manager or family physician that knows your and history. This professional can help assess the situation, offer advice and may be able to obtain an appointment for your child.

Crisis Lines Phone

| | |
|-----------------------------|----------------|
| Contact Crisis Line | 972-233-2233 |
| Contact Crisis Teen Line | 972-233-8336 |
| Contact Crisis Spanish Line | 972-233-2428 |
| NorthSTAR Mobile Crisis | 1-866-260-8000 |
| Suicide Crisis Center | 214-828-1000 |

Outpatient

| | |
|---|--|
| Momentum Institute | 214-915-4700 214-916-4000 |
| Dallas Metrocare | 214-275-7393 972-494-8894 214-331-0107 |
| Pathways (Metrocare) | 214-743-6188 |
| The Hub (Metrocare) | 972-264-3252 |
| Centro De Mi Salud | 214-941-0798 |
| UTSW Family Studies Center | 214-648-6945 |
| Family Connections Star Program | 972-935-9700 |
| Richardson Neighborhood Youth Services | 972-744-4858 |
| Collin County Intervention to Youth | 972-423-7057 |
| Galaxy Center | 972-272-4429 |
| Life Path | 972-422-5939 972-562-0190 972-727-9133 |
| Mosaic Family Services | 214-821-5393 |
| Lakes Regional MHMR | 603-455-3987 972-524-4159 |
| To find a NorthSTAR Provider Contact ValueOptions. | 1-888-800-6799 |

Inpatient Psychiatric Facilities

| | |
|---|------------------------------|
| Children's Medical Center 1935 Medical District Drive Dallas, TX 75235 | (intake) 214-456-8899 |
| Cook's Children's Hospital 801 7th Avenue Ft. Worth, TX 76014 | (intake) 682-885-3917 |
| Dallas Behavioral Health 800 Kirnwood Drive DeSoto, TX 972-982-0897 | 972-982-0987 |
| Glen Oaks 301 E. Division St. Greenville, TX 75402 | 903-454-6000 800-443-1109 |
| Green Oaks 7808 Clodus Fields Dallas, TX 75251 | 972-991-9504 |
| Hickory Trails 2000 N. Old Hickory Trail Desoto, TX 75115 972-298-7323 | 972-298-7323 |
| John Peter Smith Hospital 1500 S. Main Street Ft. Worth, TX 76104 | 817-927-3636 |
| Millwood 1011 N. Cooper St. Arlington, TX 76011 | 817-261-3121 |
| Timberlawn Psychiatric Hospital 4600 Samuel Blvd Dallas, TX 75228 214-381-7181 | 214-381-7181 |
| Seay Behavioral Health Center 6200 W. Parker Rd Plano, TX 75093 | 888-782-8233 |
| Springwood Hospital 1608 Hospital Parkway Bedford, TX 76022 | 888-782-8233 |
| University Behavioral Health Denton, TX 76201 | 940-320-8100 |