FCA
FAMILY & CHILDREN'S ASSOCIATION

FCA's Certified Community Behavioral Health Clinic (CCBHC) aims to be responsive to behavioral health crisis. The goal is to avoid the need for emergency or inpatient psychiatric hospital services when warranted. Crisis support, including mobile crisis, is available and accessible 24 hours a day, seven days a week.

The clinic's clinicians and peers work with the individual, their family members, and others to stabilize, support, and ensure the safety of the person in crisis.

New Patient Crisis Response

FCA pre-screens all incoming people seeking services, and those in crisis are given same-day access to speak with a clinician who will assess the individual, determine the risk level, and collaborate on next steps.

Crisis Response During Clinic Hours

Should an enrolled service recipient be present in crisis during the clinic's normal operating hours, the individual will meet with their assigned clinician or other licensed staff member for crisis intervention services.

After Hours Crisis Response

Should an enrolled service recipient call during off hours, the call will be answered by FCA's answering service. Should the operator identify the caller to be in crisis or urgent need, they will collect the caller's information (name, contact information, reason for call etc.) and transfer the call to the after-hours clinician. The after-hours clinician is responsible for ensuring they are in touch with the caller within 10 minutes or less. The after-hours clinician evaluates the incident and the nature of the call, in discussion with the client or collateral to de-escalate any crisis and determine next steps and/or referrals. The next business day, all individuals receive a follow-up call and are scheduled an appointment with their assigned clinician and/or peer.

Alternatives to hospitalization, including mobile crisis response through FCA's Designated Collaborating Organization (DCO) South Shore Child Guidance Center (SSCGC), are offered whenever clinically appropriate.

For the CCBHC Crisis Line, please call: (516) 935-6858 or (516) 486-7200

CCBHC

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