

# Crisis Intervention and Hospital Diversion Services

Members of our community should never feel they must face a mental health challenge alone. UNI has teamed up with Salt Lake County and OptumHealth SLCo to provide free crisis response programs that aim to keep all our family members, friends and neighbors safe. From a fast-acting Mobile Crisis Outreach Team to The Warm Line, which offers a compassionate voice on the other end of the line, all Salt Lake County residents have access to a safety net when they need it most.

## For Any Mental Health Crisis:

### UNI CrisisLine – (801) 587-3000

- Licensed clinicians provide services 24/7
- Crisis intervention & suicide prevention
- Treatment information & referrals

## For Prompt, Face-to-Face Crisis Response:

### UNI Mobile Crisis Outreach Team

- Consultation & support to individuals, families, schools, and first responders within Salt Lake County
- Triaged through the UNI CrisisLine
- Youth & adult services teams are available 24/7

## For Secure Evaluation & Stabilization:

### UNI Receiving Center

- Short-term stay (up to 23 hours)
- Serves both voluntary & involuntary patients
- Therapeutic crisis management, assessment & discharge planning

## For Non-Crisis Support:

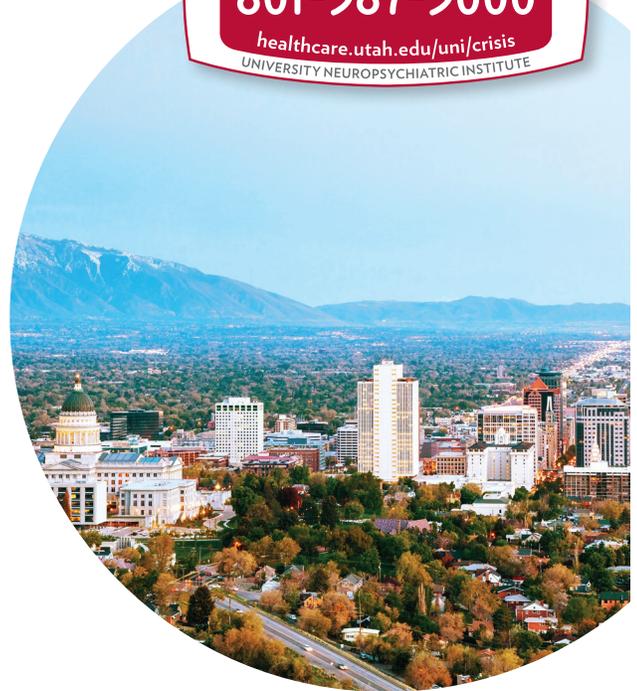
### UNI WarmLine – (801) 587-1055

- Salt Lake County residents may call daily 9 a.m. to 10 p.m.
- Certified Peer Specialists offer support, engagement and a sense of hope and self respect

## For Short-term Residential Treatment:

### UNI Wellness Recovery Center

- A longer stay option for Salt Lake County residents
- Psychiatric assessment & medication intervention



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# Servicios de Intervención en Casos de Crisis y Derivación Hospitalaria

Los miembros de nuestra comunidad nunca deben sentir la necesidad de enfrentar un reto de salud mental por sí mismos. UNI se ha aliado con el condado de Salt Lake y Optum Health SLCo para proveer programas gratuitos de respuesta en casos de crisis que apunten a mantener seguros a todos nuestros familiares y vecinos. Desde un "equipo móvil de intervención externa en casos de crisis" hasta la "línea compasiva", que ofrece una voz amable en el otro extremo del teléfono, todos los residentes del condado de Salt Lake tienen acceso a una red de seguridad cuando más la necesiten.

## En caso de cualquier crisis de salud mental:

### Línea de Crisis de UNI – (801) 587-3000

- Clínicos licenciados proporcionan servicios 24/7
- Intervención en caso de crisis y prevención del suicidio
- Información de tratamiento y derivaciones

## Para respuestas personales rápidas ante una crisis:

### Equipo UNI de intervención móvil en casos de crisis

- Consulta y ayuda a personas, familias, escuelas e interventores inmediatos dentro del condado de Salt Lake
- Triaje a través de la Línea de Crisis de UNI
- Los equipos de servicios para jóvenes y adultos están disponibles 24/7

## Para recibir una evaluación y estabilización seguras:

### Centro de admisión de UNI

- Estadía reducida (hasta 23 horas)
- Atiende tanto a pacientes voluntarios como involuntarios
- Manejo terapéutico de las crisis, evaluación y planificación de alta

## Para recibir apoyo sin que se esté desarrollando una crisis:

### UNI WarmLine – Línea compasiva (801) 587-1055

- Los residentes del condado Salt Lake pueden llamar diariamente de 9 am a 10 pm
- Compañeros Especialistas Certificados, ofrecen ayuda, compromiso y transmiten una sensación de esperanza y respeto por sí mismo

## Para tratamiento residencial de corto tiempo:

### Centro de recuperación y bienestar de UNI

- Una opción de permanencia prolongada para los residentes del condado de Salt Lake
- Evaluación psiquiátrica e intervención con medicamentos



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# Levels of Care Explained

The decision to enter treatment can sometimes be difficult. The type and level of care needed for treatment will vary depending on the individual's current mental health and safety concerns. Our mental health professionals will recommend what level of care will be most beneficial for the person to return to their normal level of functioning and mental wellness.



## **Outpatient Treatment**

Outpatient Treatment is intermittent treatment, typically no more than once a week. There are three types of outpatient care; individual counseling sessions with a therapist, medication management with a psychiatrist or nurse practitioner or group therapy sessions where participants learn from one another's experiences. Duration of treatment will vary depending on the individual's needs.

*UNI Outpatient Services provide care for all ages and diagnoses.*

## **Intensive Outpatient Treatment**

Intensive outpatient (IOP) is designed for individuals who are in need of structured care and support that is more intensive than traditional outpatient treatment. IOP treatment is often a 4 to 8 week program that includes multiple meetings and therapy sessions each week. A significant benefit to IOP treatment is the ability for patients to receive treatment while continuing to balance their work and home obligations.

*Our Recovery Works IOP offers treatment for adults in recovery from substance use issues.*

## **Day Treatment (Partial Hospitalization)**

Day treatment, sometimes referred to as Partial Hospitalization, is a 4 to 6 week structured program beneficial for those at risk of hospitalization, or as a step-down from inpatient hospitalization. This level of care typically consists of 5 days per week for 6 hours each day. The daily schedule includes group, individual, and family therapy, an evaluation by a psychiatrist, organized activities where staff or therapists are present at all times.

*Our Kidstar and Teenscope programs provide treatment for children and adolescents who could benefit from daily mental and behavioral health guidance.*



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## **Inpatient Hospitalization**

Inpatient hospitalization is intended for adults, children and adolescents who need 24-hour care or may be at risk to the safety and well-being of themselves or others. An inpatient hospital stay averages 5 to 10 days in length and offers 24-hour nursing staff, daily group, family and individual therapy with a team of specialists, including a psychiatrist. Specialized mental health treatment, medication stabilization, and substance use help are tailored specific to the individual's needs.

*Our hospital offers multiple inpatient units, which allows for each unit to sustain an environment appropriate to varying patient needs and age groups.*

## **Inpatient Assessment Treatment**

Inpatient assessment is intended for individuals who are facing very complex mental health issues that have sought out numerous, unsuccessful prior treatment options and have exhausted all other resources and services within their community. Assessment programs have a longer length of stay compared to inpatient hospitalizations. This treatment option affords the treatment team the time needed for in-depth observation to better understand and treat the factors that are contributing to a the individual's challenge. Assessment programs are typically self-pay.

*Our Comprehensive Assessment Treatment (CAT) Program is an assessment program that targets children and adolescents.*

## **Residential Treatment**

Residential treatment is designed for individuals who struggle with acute mental illness or substance abuse issues and would benefit from long-term, 24-hour mental health care. Typical length of stay at a residential treatment facility runs from 3 to 6 months, but varies with each individual and program. Patients are offered 24-hour staff, individual and group therapy session, and assessment by a team of specialists, including a psychiatrist.

*UNI offers residential programs for niche groups such as Salt Lake County Medicaid clients and Utah DCFS referrals.*

## **Crisis Intervention**

Crisis interventions occur spur of the moment when an individual is dealing with a situation that exceeds their current coping mechanisms and resources. Crisis intervention aims to decrease the individual's suffering and increase stabilization until they can get help with longer-term care that is most appropriate for the individual's needs after the immediate crisis is addressed.

*Our free, 24/7 CrisisLine, 801-587-3000, SafeUT smartphone app are always staffed with licensed and trained mental health professionals.*



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