Full-Service Partnership Wraparound (FSPW)

ON-CALL SYSTEM

The FSPW On-Call System provides support for urgent behavioral health concerns that occur **after** regular business hours, including weekends and holidays. For support during regular business hours, Monday through Friday from 8:30 a.m. to 5 p.m., contact your assigned River Oak team member, such as your Care Coordinator, Therapist, Clinician, or Peer Youth Advocate or Peer Family Advocate.

Call the **On-Call System** when your family needs immediate behavioral health support after hours, including in the following situations:

- Suicidal thoughts or behaviors (parent or child)
- Self-harm thoughts or behaviors (parent or child)
- Other concerning thoughts or behaviors that may lead to injury or harm
- Family conflict that is difficult to manage
- Youth leaving home unexpectedly
- Difficulty following the safety plan or responding to concerns identified in the plan
- A situation you are unsure how to handle and need after-hours support.

Call the On-Call System at **916-710-5791**. Speak slowly and leave your name, the youth's name, your telephone number, and a brief description of the concern. An On-Call clinician will return your call within 10 minutes.

The On-Call System **does not** replace emergency services. Call **911** immediately when someone is in immediate danger, urgent medical attention is needed, including in the following situations:

- Fire
- Serious physical injury
- Breathing problems
- Drug overdose
- Gunfire
- Assault resulting in harm to self or family members
- Theft or vandalism of property
- Serious threats of violence to self, child, or others
- Any circumstance where urgent medical attention is needed, or a crime is about to occur.

After calling 911, call the On-Call System at the number above to notify the program. On-Call staff can provide behavioral health support while emergency responders address the immediate emergency.

The On-Call System is available from **5 p.m. to 9 a.m.** on weekdays and 24 hours a day on weekends and holidays.