**R.I.S.E**

RAPID INTEGRATED SUPPORT & ENGAGEMENT

REFERRAL INSTRUCTIONS

How to submit referrals:

* **Fax the Referral to RISE at (805) 981-9268 or**
* **Email the Referral to** [**Randolph.Brown@ventura.org**](mailto:Randolph.Brown@ventura.org) **and cc:** [**Robert.Mendoza@ventura.org**](mailto:Robert.Mendoza@ventura.org) **or**
* **Call the RISE officer of the day at (805) 981-4233**

Moderate to High Risk Crisis Referrals: If a client’s words or behaviors suggest they may harm themselves or others or they appear to be gravely disabled, please contact the **Crisis Team** at **1-866-998-2243.** Do not refer to RISE as RISE is not an emergency service.

Low Risk Crisis Referrals: If there is no evidence that the client is at risk of harm to themselves or others but appears to be experiencing a lower level crisis due to mental illness that requires some type of intervention, you may submit a RISE referral which will be reviewed and, if appropriate, assigned to a regional RISE team. For acute situations, please call in the referral at (805) 981-4233 (ask for RISE Officer of the Day*).* If there is any doubt as to whether this is a low or moderate-high risk crisis, please call **the Crisis Team at 1-866-998-2243-not RISE.**

Community Referrals: RISE referrals may be submitted for clients who suffer from or appear to suffer from a mental illness of some kind **AND** who are either unable or unwilling to access further assessment or treatment. Typically, these are clients who have been released from the psychiatric hospital -often multiple times- but have never made it into outpatient mental health clinics; homeless clients who are mentally ill but currently refuse treatment or are unable to access treatment; or clients whose symptoms are so severe that they cannot leave the house or get to a VCBH clinic for assessment.

Inappropriate Referrals:

* Clients currently experiencing a moderate to high risk crisis situation-please refer to Crisis Team.
* Clients who have no apparent mental health condition or only a minor mental health issue
* Clients who are willing and able to access services. They should call the STAR intake number to schedule an assessment. 1-866-998-2243.
* Clients whose issues are predominantly substance abuse related. Please refer to Alcohol and Other Drugs (AOD) at 981-9200
* Clients whose primary condition is dementia, autism, or the result of a brain injury

*Confidentiality: Please note that RISE clients are entitled to have their health information protected from disclosure unless they specifically allow for it to be shared-except as otherwise permitted by law. RISE staff will actively pursue securing releases of information so that vital communication can take place; however, the decision to release information is the client’s.*