

262-HELP for Minors

Psychiatric Emergency Screening Program

Who We Are:

262-HELP, a program of Care Plus NJ, Inc., is Bergen County's Designated Psychiatric Emergency Screening Program. The purpose of 262-HELP is to provide emergency mental health services to the residents of Bergen County. We are available 24 hours a day, 365 days a year to those in need.

262-HELP offers the following services; to access them, just call our Hotline:

Mental Health Screeners - trained and certified by the New Jersey Division of Mental Health and Addiction Services, are on staff 24 hrs/day, seven days/week. Screeners answer the Hotline, provide mental health evaluations with the parent/legal guardian's consent, crisis intervention counseling & support to individuals, either in the community or at our office, and assess for the most clinically appropriate intervention.

Psychiatrist - available for emergent medication services. This service is designed to meet the needs of individuals with acute mental illness or in emotional distress who would benefit from timely access to medication in order to maintain stability in the community. This service includes a psychiatric evaluation and short-term medication monitoring until the individual is linked to a long-term service provider.

Outreach assessment/treatment of Children and Adolescents

1. Outreach procedures when parent provides authorization:
 - a. 262-HELP may arrive on the scene with a police officer
 - b. 262-HELP will provide a mental health evaluation
 - c. 262-HELP will advise the parents, police officer, facility official, etc. of our recommendation
 - d. If hospitalization is recommended, the police & parent will arrange transportation to a facility of their choice. If the parent disagrees with the screener's recommendation, the facility and police may contact Family Guidance at 201-336-7360 for consultation
 - e. If hospitalization is not recommended, the screener will provide recommendations and resource information to the minor and family
2. In the case where a parent refuses 262-HELP services or is unable to be reached, the following will occur when clinically appropriate:
 - a. 262-HELP will recommend the caller to contact the police to secure the minor
 - b. Facility personnel will contact the Division of Family Guidance - Family Crisis Intervention Unit (FCIU) at 201-336-7360 for consultation

When your facility calls 262-HELP, the screener will need:

1. The minor's name, address, telephone number, date of birth & social security number
2. Name and contact information for the minor's parent/legal guardian?
3. How long have you been working with the minor?
4. The basis for the crisis assessment (current/recent)
 - a. Is the minor a danger to self/others/property? If so, in what way? Any access to guns/weapons?
5. Any current medical conditions? Any known allergies?
6. Is the minor currently on any medication (medical or psychiatric)?
7. Is the minor currently receiving psychiatric treatment? Does the minor have a history of receiving psychiatric treatment?
8. Is the minor using drugs/alcohol/abusing prescription drugs? Does the minor have a history of using drugs/alcohol/abusing prescription drugs? Last time of use for each substance?