



Understanding TAY Mental Health and De-Escalation Strategies  
January 18, 2023

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Presentation Slides: [Here](#)

Brought to you by:

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Please complete this evaluation of the webinar, and we appreciate your feedback and ideas for future topics.

- Access the Evaluation Survey [Here](#)

Questions:

Can you please clarify, if we are not feeding into or going along with delusions, but also not challenging them, should we acknowledge them at all or ignore them?

- If someone is escalating or getting angry, it's best to identify with their emotions. "It sounds like you've been struggling." "That sounds scary, how long have you felt this anxious?" "Can I get you some water?"

Is there ever a scenario where approaching a client with a calm demeanor makes them escalate more?

- Typically not unless they feel you are being sarcastic. This may make them escalate. In most cases a calm demeanor does not escalate behaviors. Again, substances may play into this and affect how a person reacts.

What if the client says "you can't help" and rejects all attempts?

- It's important to give clients space who ask for it. Phrases like "I'm here if you need to talk," and "what can I do to help right now?" If they want to leave, allow them that space and try again another time.

What can we say instead of "calm down" that is encouraging the client to regulate again?

- Identify with emotions: acknowledge that they are upset and you want to try to help to figure a way out of the situation with them. Ask them, if appropriate, to help you understand what is going on so that you can better assist.

Do you offer a similar training for kids/school-based support?

- I offer the same training to schools as well as targeted violence assessment and prevention and suicide assessment and prevention to schools and school-based support professionals. Because of the context and the subject matter; these trainings tend to be intense/graphic at times.

Can we have your email for a future training?

- [nbeliz@dmh.lacounty.gov](mailto:nbeliz@dmh.lacounty.gov)

### Additional Resources:

- County Access 24/7 Emergency and Non- Emergency 1-800-854-7771
- Report Child Abuse In LA County 1-800-540-4000
- National Suicide Prevention Hotline 1-800-273-TALK (8255) for English, 1-888-628-9454 for Spanish
- National Domestic Violence Hotline 1-800-799-7233 or text LOVEIS to 22522
- National Child Abuse Hotline 1-800-4ACHILD (1-800-422-4453) or TEXT 1-800-422-4453
- National Sexual Assault Hotline 1-800-656-HOPE (4673)
- The Eldercare Locator 1-800-677-1116
- Veteran's Crisis Line 1-800-273-TAL (8255)

### Upcoming Trainings

- January 31<sup>st</sup> 10am-11:30am | [Fentanyl 101: Understanding and Recognizing the Dangers](#)
- February 28<sup>th</sup> 10am-11:30am | [OYC/LAP3 Educating Youth and Beyond: LAUSD Supportive Services](#)