

Community Crisis Intervention

Evaluating and Maintaining Safety
Accessing Crisis Supports

- *The presenters DO NOT have an interest in selling a technology, program, product, and/or service to CME/CE professionals.*
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DISCLOSURE

- Statewide network of crisis intervention teams.
- Working with your crisis team
- What works?
 - Dialogue
 - Resources

AGENDA

- Eleven (11) Crisis Intervention Teams
- See handout for area specific program and contact info
- Panelist intro's (name, agency, counties)
- Crisis Curriculum – MHRT-CSP certification

Maine Crisis Network

- Call the statewide toll free line if you have concerns for yourself or someone else

1-888-568-1112 available 24/7

- Answered by a trained Crisis Worker (CW)
- “Crisis” is defined by the person in crisis

Working with the Crisis Team

- **211** – information/referral to community resources
- **1-866-771-9276** - Warmline for Peer Recovery conversations and support
- **1-888-568-1112** - Crisis Line
- **911** - or nearest emergency room for immediate medical care needs

Finding the Right Number

- Anyone can call the crisis line
- Concerns for yourself
- Concerns for someone else
- When you want support or guidance in helping someone you are concerned about
- When you are stressed, afraid, sad, worried

Who should call?

- The CW will:
 - Listen to your concern
 - Ask how they can help
- They may ask the following questions:
 - Your name
 - Your location
 - DOB and address
 - Presenting concern
 - What are the symptoms are present
 - What you are hoping the outcome will be

What to expect during the call

- The CW will make a plan with the caller, such as:
 - Connect to the mobile team for a face to face intervention
 - Talk and then make a plan for follow-up at the home or other community setting

What to expect *(continued)*

- Listening and support
- Help with a problem
- Help finding resources
- Help accessing other services
- Meet with you to help you feel safe
- Help you make a plan to feel better

Crisis Workers Provide:

- Crisis Workers will help identify:
 - What is going on currently
 - Goals – person in crisis/caller/others
 - History – psychiatric and coping
 - Risk Factors present
 - Protective Factors present
 - Supports
 - Plan

Mobile Intervention - Assessment

- The mobile crisis worker will request a release of information
 - assures ability to communicate others for collaboration and follow up
- The crisis worker/team will consult with community providers as able and appropriate

Mobile Intervention (continued)

According to Thomas Joiner, Ph.D.:

- A potentially fatal suicide attempt requires:
 - A sense of burdensomeness
 - A sense of loneliness and isolation
 - A sense of fearlessness about lethal self-harm

Theory

- Acknowledge difficult situation
- Listen without interrupting
 - Resist urge to reassure too quickly
- Gently challenge negativity
 - Hopelessness is a symptom of depression
 - Depression affects reasoning
- Remember that depression passes
- Avoid being “infected” by pessimism

Helpful

- Collaboratively develop emergency plan
 - Ensure safety
 - Conveys safety is not negotiable
- Written treatment and services plan
 - Addresses immediate, acute, and continuing suicide thinking and risk for suicidal behavior
- Coordinate and collaborate
 - Treatment and services providers
 - Supportive others
- Contracts do not work!

Plan for Safety



Dialogue

- Dr. David Rudd – Assessment and Management of Suicidality
 - Help people practice accessing the help they need
 - When safe as well as when feeling at risk
 - Increases safety
- Introduce others to the State Wide Crisis Hotline and Warm Line.
- Practice making reaching out and making a call to the support system and/or to the crisis line to assure they are comfortable and familiar with the process.

Practice makes perfect

Remember:

24/7

Support is only a phone call away!

1-888-568-1112

Thank You !