



Community-Based Crisis Response:

Mobile Crisis Teams and Crisis Receiving and Stabilization Services

Essential services for timely mental health support

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Agenda

- Community-Based Crisis Response
- 988
- Mobile Crisis Teams
- Crisis Receiving and Stabilization Services
- Challenges and Future Directions



Community-Based Crisis Response

Crisis Lines

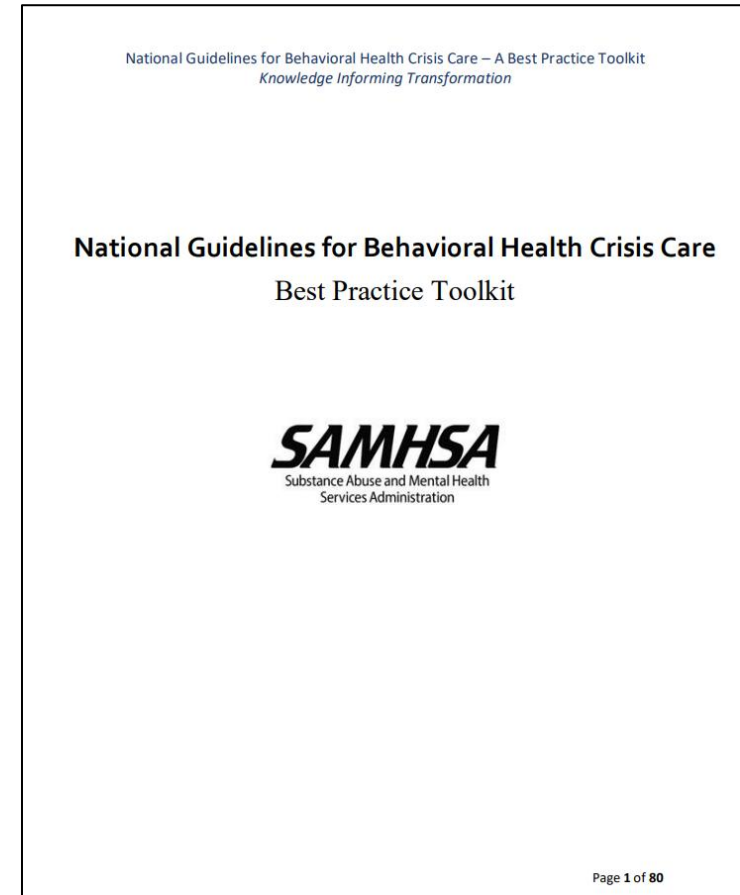
- Accepting all calls and dispatching support based on the assessed need of the caller.

Mobile Crisis Teams

- Dispatched to wherever the need is, in the community.

Crisis Receiving and Stabilization Services

- Facilities that serve anyone that comes through their doors, from all referral sources



Anyone, Anywhere, Anytime

**2025 National Guidelines for a
Behavioral Health Coordinated System
of Crisis Care**

WORKING DRAFT
[Publication Date]



SAMHSA
Substance Abuse and Mental Health
Services Administration

U.S. Department of Health and Human Services
Xavier Becerra, JD
Secretary

Substance Abuse and Mental Health Services Administration
Miriam Delphin-Rittmon, PhD
Assistant Secretary for Mental Health and Substance Use

988 & Behavioral Health Crisis Coordinating Office
Monica Johnson, MA, LPC
Director

Pillars of Care

- Offer the same level of response as 911, first responder, and emergency departments

“Care” Traffic Control

- Meet National Suicide Prevention Lifeline standards and offer quality coordination of crisis care in real-time.

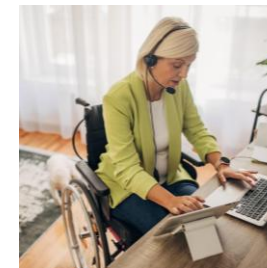
Diversion

- Reduce the overdependence on law enforcement and hospital systems.

Anyone, Anywhere, Anytime

988: Someone to Call

- Launched on January 1st, 2005 with funding from SAMHSA. Known originally as the National Suicide Prevention Lifeline. (1-800-273-8255)
- The National Suicide Hotline Designation Act of 2020 required the FCC to designate 988 as the universal number for a national suicide prevention and mental health crisis hotline.
- The country transitioned the lifeline to 988 on July 16th, 2022.



Someone to Call



- In 2022, around 200 local, independent crisis call centers are operational
- In 2023, 988 began specialized services for LGBTQI+ youth and young adults and Spanish-language text and chat.
- Since July 2022 launch
 - 14.5+ million contacts
 - 9.8+ million calls
 - 2.5+ million texts
 - 2.1+ million chats

Someone to Call



988

SUICIDE & CRISIS LIFELINE

Improving Crisis Responses

- Implementation of 988 has significantly enhanced mental health crisis responses and streamline support for individuals in need.

Public Awareness and Education

- Increasing public awareness and education on mental health is vital for the continued implementation of 988 services.

Equitable Access

- Ensuring equitable access to mental health services across diverse communities is essential for addressing disparities.

Someone to Call

Mobile Crisis Teams: Someone to Respond

Team Composition

- Must include a peer support professional AND a behavioral health provider/EMS worker/LEO

Collaborative Approach

- Provide comprehensive onsite assessment while collaborating with the individual in crisis and other referral sources

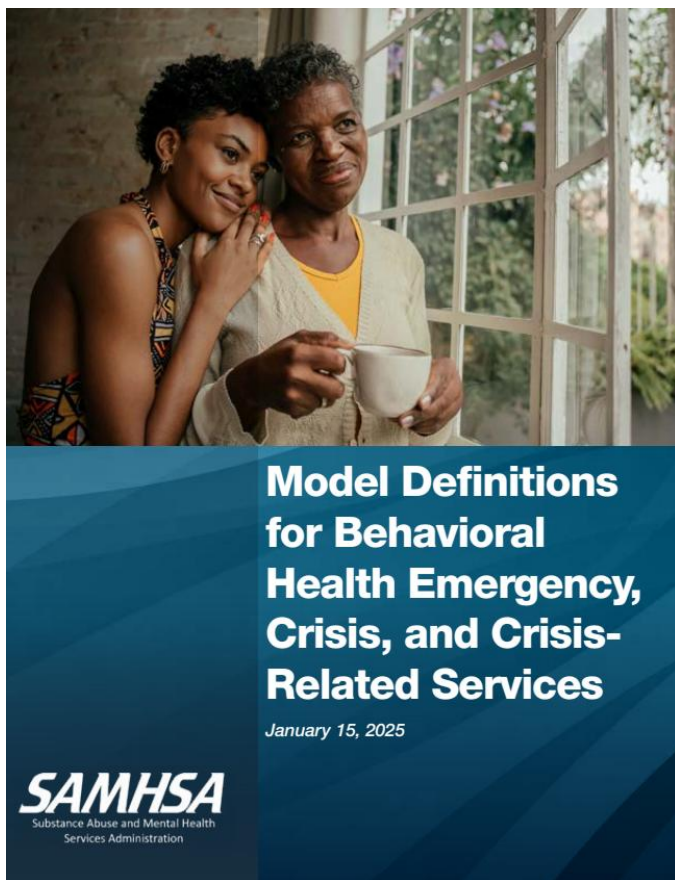
Person-Centered Interventions

- Tailor interventions to the need of the person in crisis.



Oaklawn St. Joseph County MCT

Someone to Respond



“No wrong door”

- Accept all referrals from 988 within 45 miles or a 60 minute (urban) and 90 minute (rural) trip.

Community Collaboration

- Collaborate with the entire community, including first responders, hospital systems, and housing providers.

Follow up

- Provide at least 1 follow up service within 14 days of the crisis event by a member of the original responding team whenever possible.

Someone to Respond

Crisis Receiving and Stabilization Services: A Safe Place for Help

Structure

- Short-term, less than 24-hour length of stay, in a homelike environment.

Diversion

- Reduce the overutilization of emergency departments by offering walk-in services.

“No wrong door”

- Able to accept all drop-offs from first responders and other community partners.



Oaklawn St. Joseph County CRSS

A Safe Place for Help



Oaklawn Elkhart
County CRSS



Staff Composition

- Multidisciplinary approach tailored to the need of the community/setting, including peer support professionals.

Services

- Provide initial diagnosis, level of care assessment, management, observation, and crisis stabilization.

Follow-up

- Follow-up services provided by peer support professionals. Assisting with the connection to ongoing care and support in the community.

A Safe Place for Help

Challenges and Future Directions



Funding

To continue to build out a state-wide system, adequate funding streams need to be secured.



Workforce Development

Ensure that critical crisis workers receive the necessary training to assist the diversity of needs that an individual in crisis may have.



Public Awareness Needs

Greater public awareness and understanding of available services are essential for improving crisis response.

Current Challenges and Barriers



Technology Integration

Integrating cutting-edge technology into crisis response systems improves communication and efficiency during crisis events.

Community Partnerships

Building partnerships with local communities enhances trust and cooperation, leading to more effective crisis response.

Responsive Systems

Crisis response systems must meet diverse needs, adapting to the varying challenges faced by different communities.

Innovations and Future Improvements



Crisis Client Story

CALL

TEXT

CHAT

DEAF/HoH

COMMUNITY RESOURCES



Someone to Contact

Connect with trained crisis specialists 24/7/365 who offer a direct connection to compassionate, accessible care and support for anyone experiencing thoughts of suicide, a substance-use crisis or any mental health-related crisis.



Someone to Respond

Mobile Crisis Teams offer community-based intervention to individuals in need wherever they are, including at home, work or anywhere in the community. These teams are comprised of individuals with lived experience and behavioral health professionals.



A Safe Place for Help

Crisis receiving and stabilization services offer the community a no-wrong-door access to mental health and substance use care, operating similarly to a hospital emergency room, that accepts all walk-ins and drop-offs. This is short-term in-person care for individuals whose crises cannot be resolved over the phone or with a mobile crisis team.

www.988indiana.org/community-resources/

Resource

Questions

