

# CRISIS RESOURCES and SLIDES

## 2025 Family Connections Series “Crisis: Before, During, and After”



## 1) **January 10<sup>th</sup> – “Turning Points”**

As a parent, family member, or caregiver, learning the signs and symptoms of substance use and/or mental health challenges in your child of any age is an important first step. When we begin to recognize they may be exhibiting those signs and symptoms, our fear can be both immobilizing and unsettling. Yet many parents, caregivers, and family members will tell you it led to a turning point when they knew they were heading into a possible crisis.

Crisis demands some sort of change in the family, and this change is very stressful. But when we accept our concerns and the hardship, it leaves room to accept the desire for change. The family can then access the will, support, and resources for the whole family to heal.

### **Resource List:**

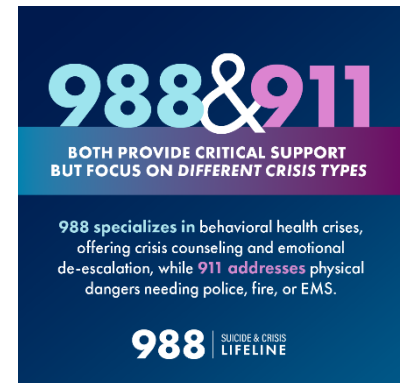
- NFSTAC: [Family and Caregiver Toolkit](#)
- NAMI: [Navigating MH Crisis Resource Guides in English & Spanish](#)
- HHS HeadStart: Assessing a Family Crisis <https://headstart.gov/mental-health/article/assessing-family-crisis?>
- The Baker Center for Children and Families: [Children & Families Crisis Guide](#)
- SAFE Project – [Building Blocks: Create a Crisis Plan for your Minor or Adult Child](#)
- [Parents Helping Parents, Oklahoma](#)
- [LIFT Community Action Agency, Oklahoma](#)
- NFSTAC [Resource Database](#) (Enter “crisis”)
- National Federation of Families [Affiliates and Partners](#)

## 2) March 6<sup>th</sup> -- “988 and 911: What to Know, What to Do”

Unsure about the differences between 988 & 911? You are not alone: 85% of Americans are not familiar with how 988 can help in a crisis. (*Annenberg Public Policy Center, September 2024*)

988 Lifeline crisis centers are a proven and effective crisis intervention – both independently and as part of the crisis continuum. If you are concerned about your own wellbeing or supporting another person in crisis, calling or texting 988, or chatting with [988lifeline.org](https://988lifeline.org) connects anyone in crisis to compassionate care with a trained counselor.

988 is available 24/7 by cell phone, landline, and videophone services for American Sign Language. Recently, major cell phone carriers started to adopt a new technology that helps direct callers to the 988 suicide and crisis hotline and help centers based on their physical location, instead of their phone number's area code.



### Resource List:

- **988 LIFELINE:** Available 24/7/365. Conversations are free and confidential.
  - [What to Expect](#) – When making a call, starting a chat, or texting with 988
  - [Services for people who are Deaf/Hard of Hearing](#)
  - [Warning signs for someone at risk for suicide](#)
  - [Helping Someone Else with 988](#)
  - [Helping Youth with 988](#)
- **SAMHSA:**
  - [988 Suicide & Crisis Lifeline Resources](#)
  - [988 Frequently Asked Questions](#)
  - [988 Partner Toolkit](#) – Free resources for social media, video, print, radio, messaging and other marketing materials to promote the 988 Lifeline
  - [Advising People on Using 988 Versus 911: Practical Approaches for Healthcare Providers](#)
  - [988 Performance Metrics](#)
- **National Council for Mental Wellbeing:**
  - [988 and 911: Similarities and Differences](#)
- **NAMI:**
  - [Navigating a Mental Health Crisis: Crisis Guide for Those Experiencing a Mental Health Crisis in English & Spanish](#)
  - [Portable Treatment Record](#)
  - [Crisis Plan](#)
  - [Relapse Plan](#)

### 3) April 3rd "Family-Led Crisis Planning"

We believe parents and caregivers are the experts when it comes to their own family: to make decisions and plans whether it involves the development, safety, education, wellbeing, services, or care for their children. It is especially important when caring for a child - of any age - who experiences a Serious Emotional Disturbance/Serious Mental Illness (SED/SMI) and/or substance use disorder.

A family crisis can be especially difficult to navigate because it requires us to deal with many changes all at once, and often without a plan. We'll look at how crisis plans are created and used, discuss practical strategies, and why it's important that families lead the planning process.

You'll also see how your voice as a parent or caregiver is instrumental in decision-making for your family. The experience may present an opportunity for positive change – whether it's discovering and strengthening our problem-solving skills or the beginning of the family's recovery.

#### Resource List:

- [Oregon Family Support Network](#)
- NFSTAC: [Family and Caregiver Toolkit](#)
- Mental Health America: [Be Prepared --Crisis Plan Worksheet](#)
- NAMI Minnesota: [Mental Health Crisis Planning](#)
- NAMI: [Navigating a Mental Health Crisis 2025.](#)

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Bringing Lived Experience to Family Support

**NFS TAC** NATIONAL FAMILY SUPPORT  
TECHNICAL ASSISTANCE CENTER  
Providing Family Support Across the Lifespan

# FAMILY CONNECTIONS:

**CRISIS: BEFORE, DURING, & AFTER:  
“TURNING POINTS”**

**Friday, January 10th, 2025**  
 1:30pm ET | 12:30pm CT | 11:30 MT | 10:30am PT

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## DISCLAIMER

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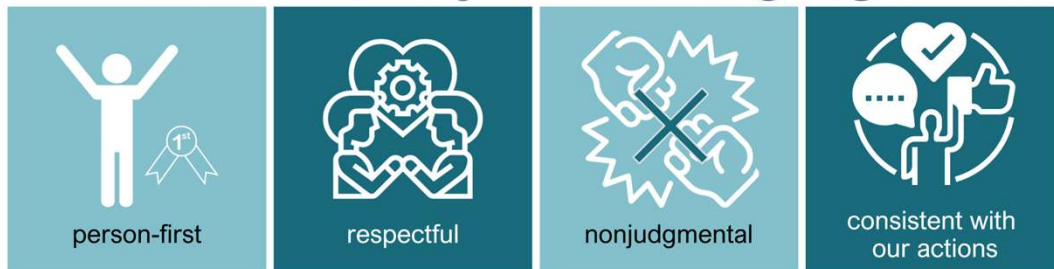
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## We use family-driven language!



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## Today's Discussion



### Learning Objectives:

Participants will learn how a potential crisis may present an opportunity for decisive change within the family.

By accepting that the current situation is not working, parents and caregivers can be motivated to get support, new skills, and resources.

By understanding that each family member is affected differently in a potential crisis situation, each person will need different resources and support to thrive.

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## MEET OUR PRESENTER:

### Susan Terry-Ball



Certified Peer Recovery Specialist &  
 Behavioral Health Care Manager  
 LIFT Community Action Agency



Vice-Chair, Board of Directors  
 Parents Helping Parents, Inc



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## WHAT'S A CRISIS?

# 4

**REASONS TO  
CALL, TEXT,  
AND CHAT 988**

- 1 **Thoughts of suicide**
- 2 **Drinking too much or drug use**
- 3 **Feeling depressed or anxious**
- 4 **Trauma**

### ANY SITUATION WHEN:

- A person's behavior puts them at risk of hurting or being a threat to themselves or others.
- A person is unable to care for themselves or function.
- You, as the parent or caregiver, are no longer able to handle the situation and need help.
- You believe they may need emergency services, assessment, treatment, or require in-patient care.
- Intersection of co-occurring substance use and mental health

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## WHAT A MENTAL HEALTH AND/OR SUBSTANCE USE CRISIS MAY LOOK LIKE



- Inability to perform daily tasks
- Inability to meet personal or professional obligations
- Rapid mood swings, such as increased energy level, inability to stay still, pacing, suddenly depressed, withdrawn, suddenly happy or calm after period of depression
- Increased agitation such as verbal threats, violent behavior
- Concerning behavior to self and others
- Isolation from school, work, family, friends
- Loses touch with reality (psychosis)
- Paranoia

*Portions from "NAMI.org Navigating A Mental Health Crisis"*

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## LET'S TALK!

- ◉ Make space for all voices and be open to learning from each other.
- ◉ Practice the "Vegas rule." What is said here, stays here.
- ◉ Share questions or comments in the chat box at any time!
- ◉ During open conversation, let's all participate with cameras on and raise your "hand" to ask questions or share.
- ◉ For technical assistance: write in the chat box and someone will help you.



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## SPEAKER CONTACT

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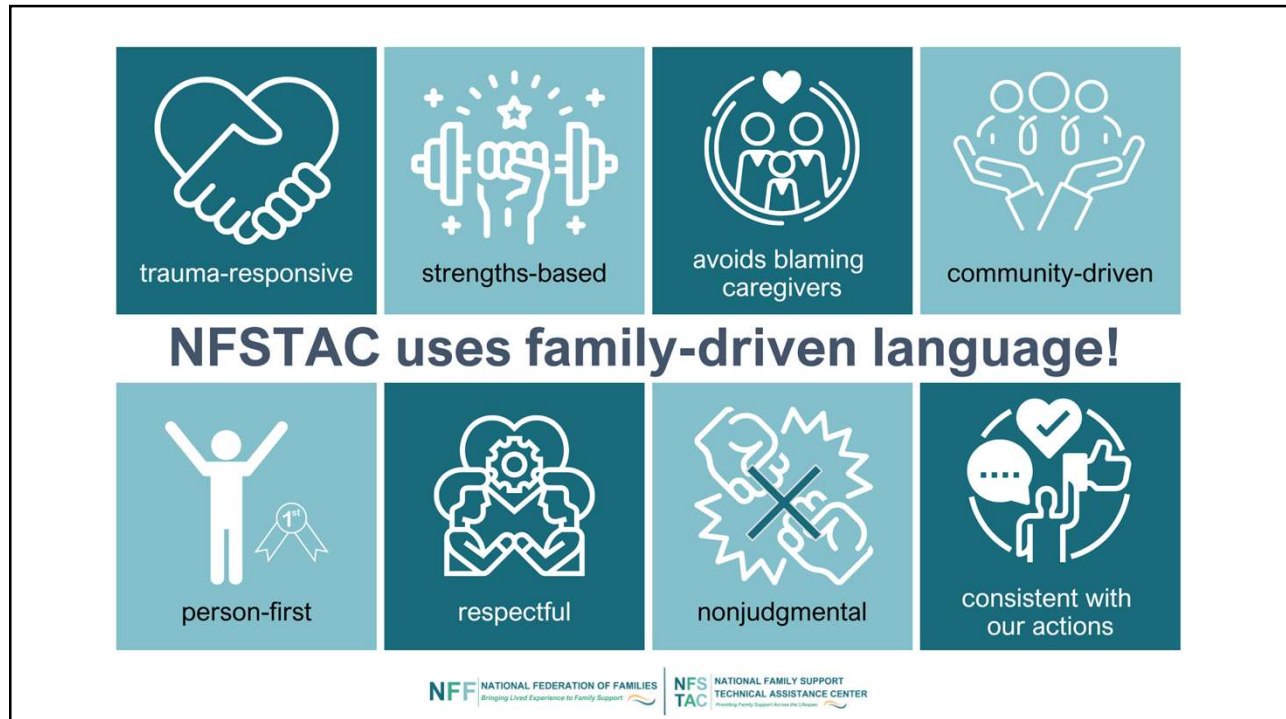
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## TODAY'S DISCUSSION

### Learning Objectives:

- Parents, caregivers, and family members will understand benefits and differences between 911 and 988, and be able to share how to use these services through text, chat, or call with others.
- Attendees will be better prepared to navigate crises for themselves and their family members by learning about these resources.
- Attendees will learn how 988 and other crisis services provide immediate and reliable access and care for anyone at all stages of life

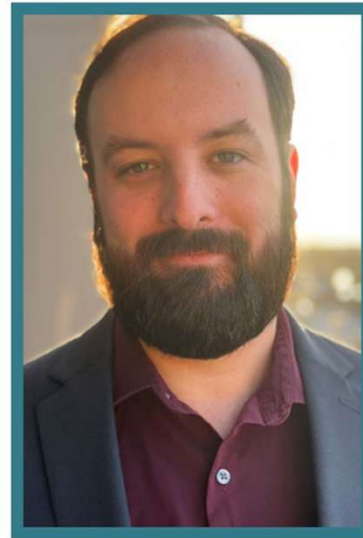
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## MEET OUR PRESENTER

### MATT ST PIERRE

Director, Practice  
Improvement & Consulting



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## WHO IS THE NATIONAL COUNCIL?

**We are the National Council for Mental Wellbeing, a 501(c)(3) association and the unifying voice of organizations that deliver mental health and substance use services in America.**

- ◉ We are fighting for a stronger, better-funded, more integrated approach to mental health and substance use care by advocating for life-saving legislation, strengthening the substance use and mental health safety-net system, investing in provider capacity and increasing mental health literacy.
- ◉ We are guided by our vision that mental wellbeing – including recovery from substance use – is a reality for everyone, everywhere.

[www.thenationalcouncil.org](http://www.thenationalcouncil.org)

*Note: The National Council does not directly implement 988*



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## WHAT IS 988?

- ◉ The official title is the *988 Suicide & Crisis Lifeline* – the nationwide number for mental health and substance use crises that launched in July 2022. Since its launch, 988 has received over 10.8 million calls, texts, and chats.
- ◉ The longstanding National Suicide Prevention Lifeline served as the infrastructure for the 988 service and continues to route calls to 988.
- ◉ Many initiatives at federal, state and local levels have occurred and continue to evolve to fund and fully implement 988. These include money/initiatives from SAMHSA, legislation in congress, other federal entities, Vibrant Emotional Health (administrator of the Lifeline) and State legislatures.

# 988

## SUICIDE & CRISIS LIFELINE

## 988 AND THE CRISIS CONTINUUM

- ◉ The ultimate long-term vision for 988 is that it presents an opportunity not to just create an easy-to-access number for mental illness and/or substance use crises, but serve to help consolidate, coordinate and enhance the entire crisis care continuum.
- ◉ Other components of the crisis system include but are not limited to: Mobile Crisis Teams (MCT's), Crisis Hubs/Call Centers, Residential Crisis Housing (RCS), 23-hour bed services, Crisis Receiving/Stabilization Centers, CCBHC's and other services.





## MODEL CRISIS SERVICE CONTINUUM: ALIGNMENT OF SERVICES TOWARD A COMMON GOAL

**Someone to Contact, Someone to Respond, A Safe Place for Help**



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## HOW IS 988 DIFFERENT FROM 911?

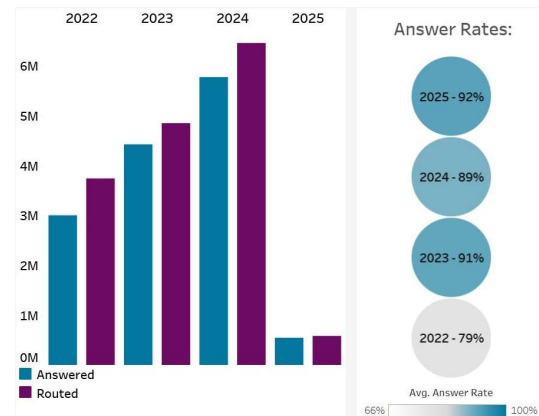
- ◉ **911 is largely a connection to a service**
  - ◉ When calling 911, the dispatcher's role is largely to send a service to you (Fire, EMS, Police, etc.) and provide support while the services arrive.
- ◉ **What makes 988 different is that the line *is the service in itself***
  - ◉ By calling, texting or chatting with 988, you connect directly to a trained crisis counselor who can provide support and reduce emotional distress
  - ◉ 988 counselors strive to promote stabilization and care in the *least restrictive manner possible*
  - ◉ Data shows that, although 988 can connect callers with additional services and provide follow up resources, Since inception **90%** of contacts are resolved at the point of contact (SAMHSA Data)

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## 988 LAUNCH/WHERE ARE WE NOW?

### July 2025: 988 Celebrates Its Third Year

- ◉ SAMHSA publishes and updates 988 usage statistics regularly. They can be accessed here: [www.samhsa.gov/mentalhealth/988/performance-metrics](https://www.samhsa.gov/mentalhealth/988/performance-metrics)
- ◉ Updated Services include geo-routing and videophone services
- ◉ Major trends since launch indicate increases in demand across calls, texts and chats, but that the system absorbed this increased demand extremely well and wait times across all channels actually *decreased* despite the increased demand compared to before 988 launch.



Data Since 988 Launch to January 2025

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## HOW IS 988 DIFFERENT FROM 911

**The goal of 988 is to coordinate with the existing services in your area (211, 911, peer lines, etc.)**

- ◉ There is broad recognition that communities across the country are all unique with their own resources and challenges, and so 988 was designed to integrate into existing resources.

**Skilled, Caring  
Support Anytime.**



**988** | SUICIDE & CRISIS  
LIFELINE

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## WHEN DO I CALL 988 VS 911?

### Call 911 for:

- ⦿ Emergencies requiring Fire, Police or EMS
- ⦿ Life threatening emergencies
- ⦿ If yourself or others are in danger and need emergency support

### Call/text or chat 988 for:

- ⦿ A non-life-threatening mental health or substance use crisis
- ⦿ Direct support from a caring and trained crisis counselor
- ⦿ Help with de-escalation and emotional support and resources

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## COMMON MISPERCEPTIONS ABOUT 988

If I call 988, they will immediately send police to me

If I call 988, they will take me to the hospital

The 988 Counselor will judge me

The 988 Counselor won't understand what I am going through or won't be able to help me

If I call 988, I will have to wait a long time for help

988 will ask me to give all my personal information to help me

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## LET'S TALK!

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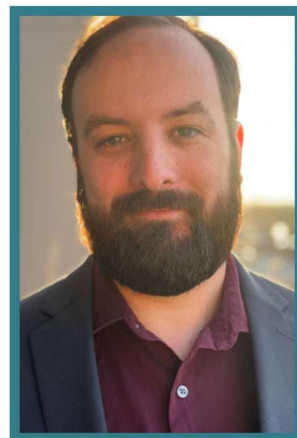
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**CRISIS: BEFORE, DURING, & AFTER:  
 “FAMILY-LED CRISIS PLANNING”**

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**trauma-responsive**      **strengths-based**      **avoids blaming caregivers**      **community-driven**

**NFSTAC uses family-driven language!**

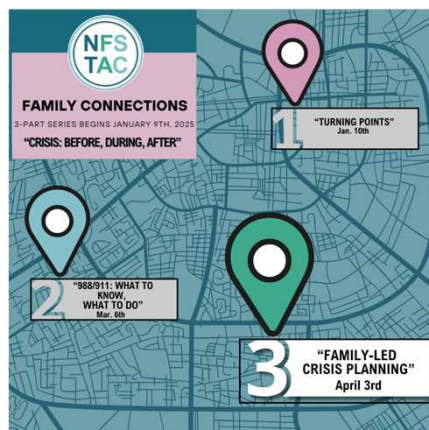
**person-first**      **respectful**      **nonjudgmental**      **consistent with our actions**

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## TODAY'S DISCUSSION



### Learning Objectives:

- Attendees understand how creating a crisis plan that works for their family respects the rights of family members seeking or receiving care.
- Attendees learn why their family voice is a priority when creating a crisis plan for their family: to ensure their perspective is heard and their voice is at the center of decision-making.
- Attendees will be better prepared to create a crisis plan to prepare their family to successfully navigate a crisis, while strengthening the family's ability to work together by identifying and obtaining needed supports.

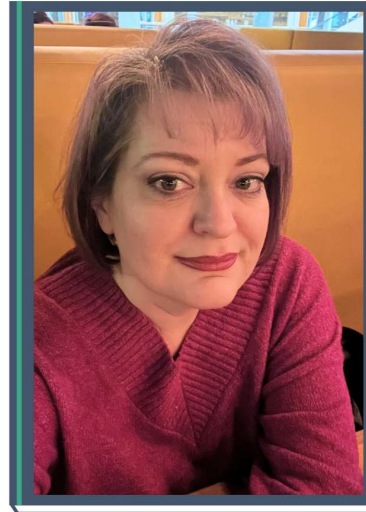
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## MELINDA BRUMMETT

Statewide Family Support Specialist  
 Trainer and Peer Coach



Oregon  
 Family Support  
 Network



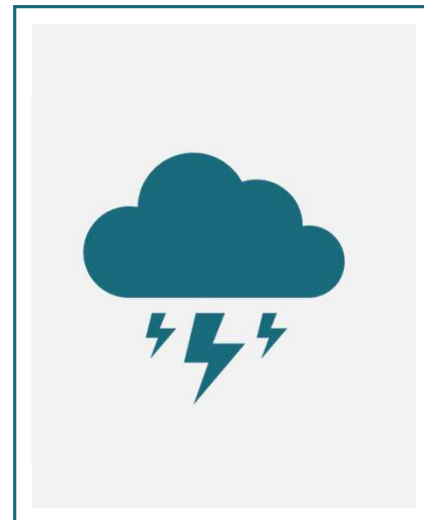
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## WHAT IS A "CRISIS"?

Definitions of crisis found in several dictionaries:

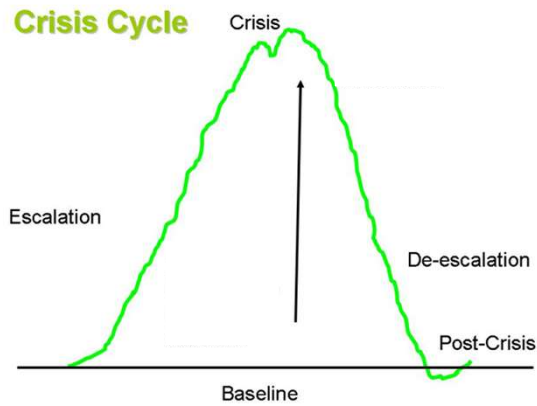
- ☐ A time of intense difficulty, trouble, or danger
- ☐ A time when a difficult or important decision must be made
- ☐ A crucial or decisive point or situation; a turning point
- ☐ An emotionally stressful event or traumatic change

Job loss	Houselessness
Car Accident	Illness
Death	Injury
Divorce	Financial Insecurity
Assault	



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## ACTIVATIONS



Activations are situations, events, circumstances, environments, language, fears, stressors and challenges that can potentially escalate someone to the point of being in crisis.

Fight/Disagreement	Illness
Raising Voices	Change
Hopelessness	Stress (work, school, life)
Swearing	Discipline, or consequences
Transitions	Large groups of people
Loss of power	Relationship challenges
Loss of control	Change in structure/routine
Certain people	Lack of sleep
Medications	

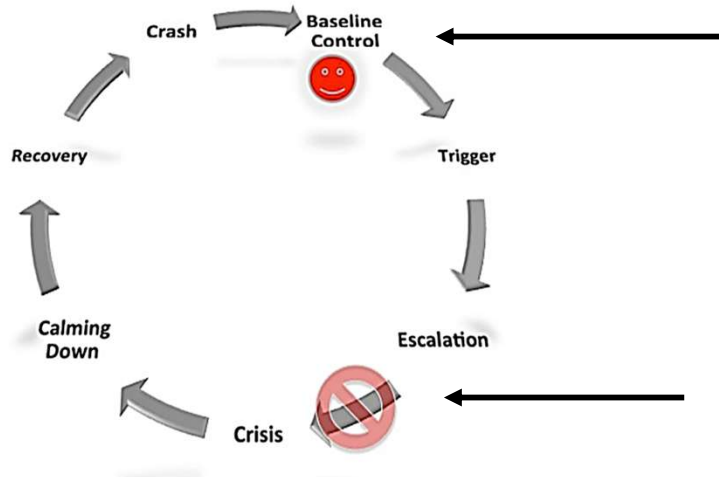
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## FAMILY-LED CRISIS PLANNING

### MAKING IT WORK FOR YOU

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## PROACTIVE CRISIS PLANNING



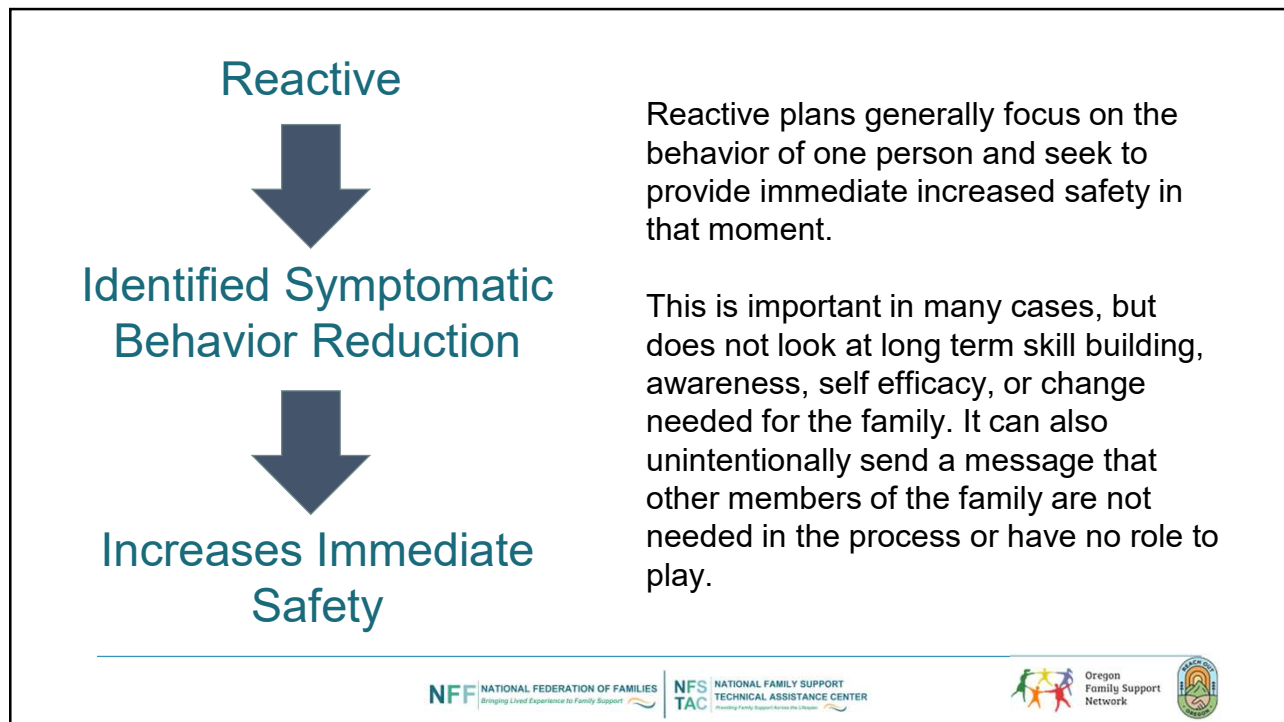
Crisis Planning  
and Building of  
Strategies  
Starts Here

So that families,  
and their supports,  
can work to  
disrupt the crisis  
cycle here

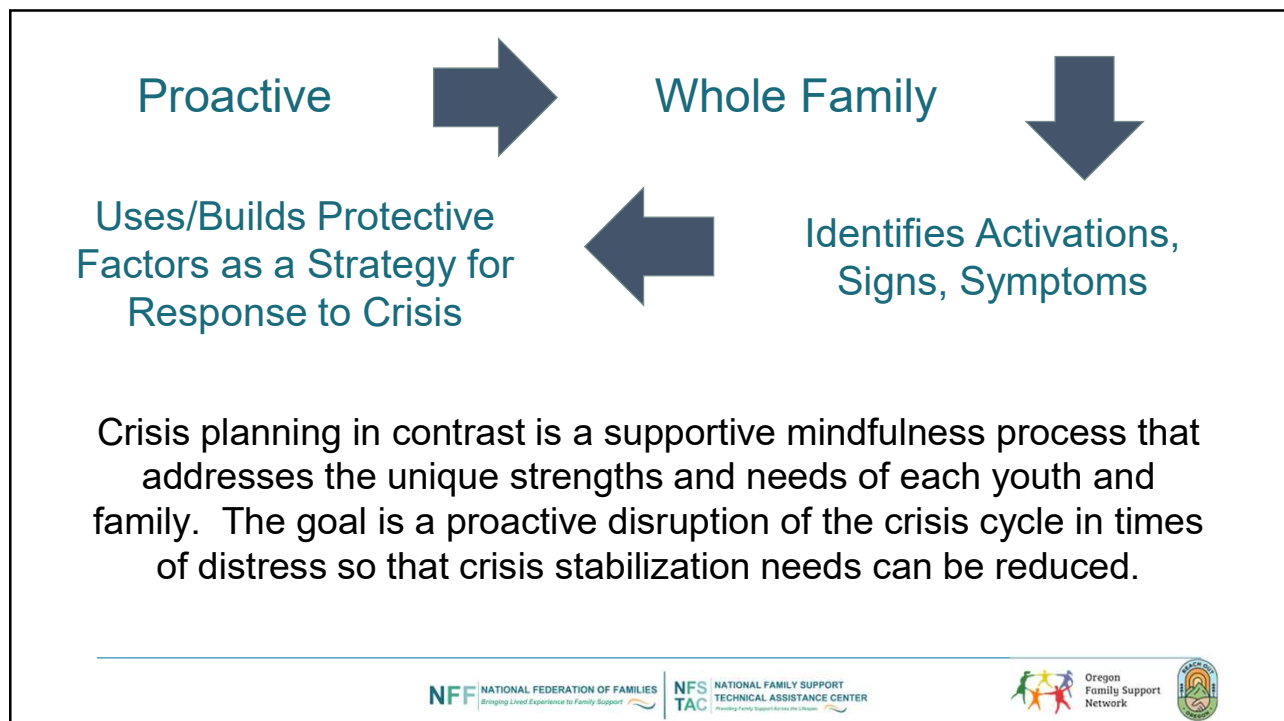
## CRISIS STABILIZATION VS CRISIS PLANNING



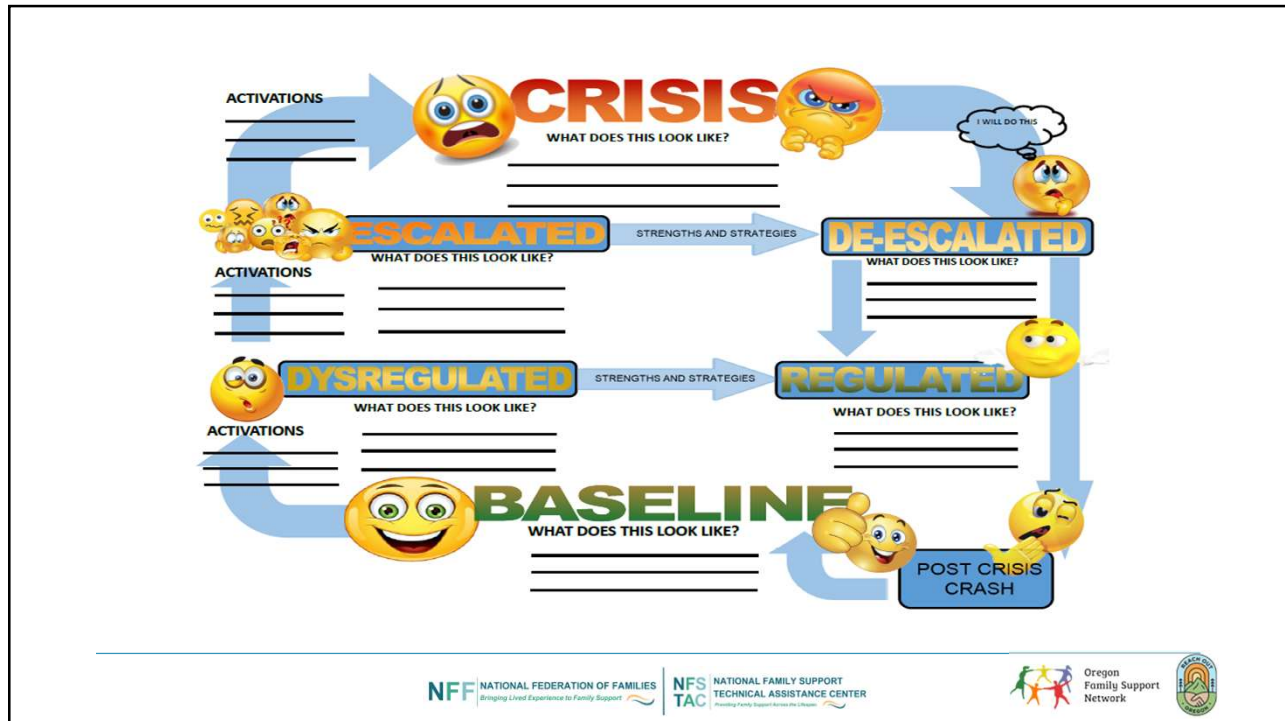




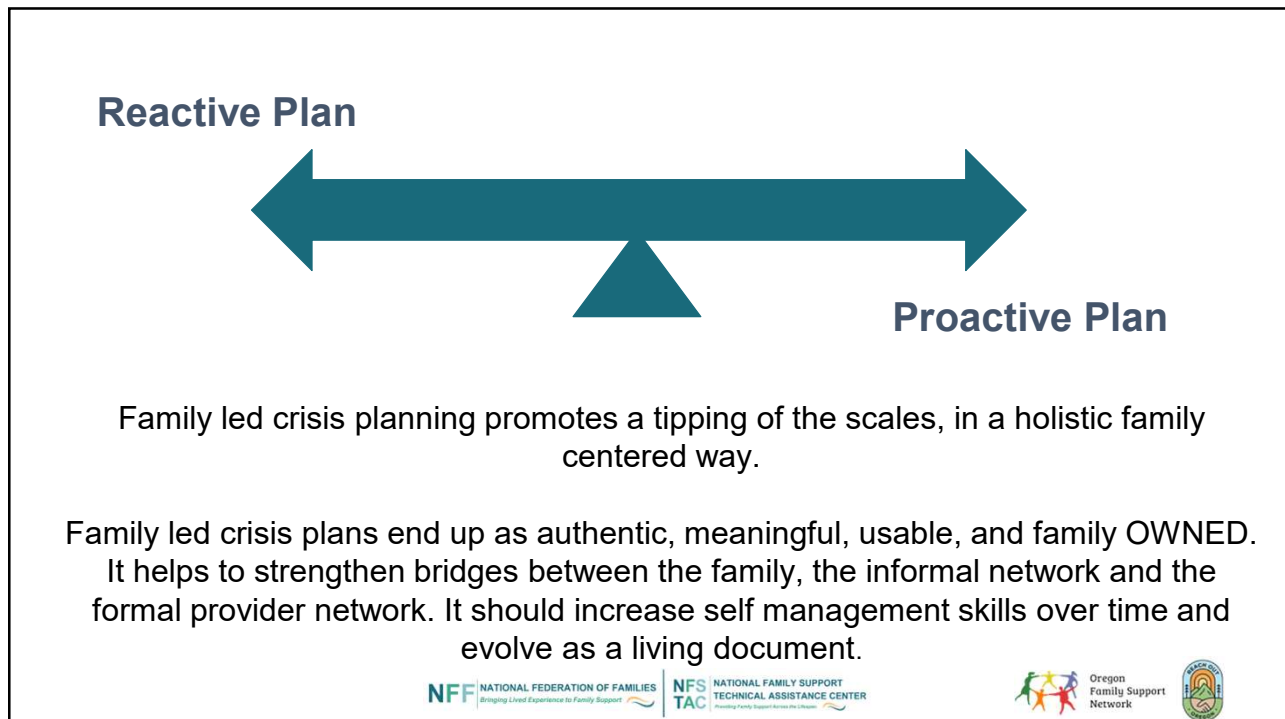
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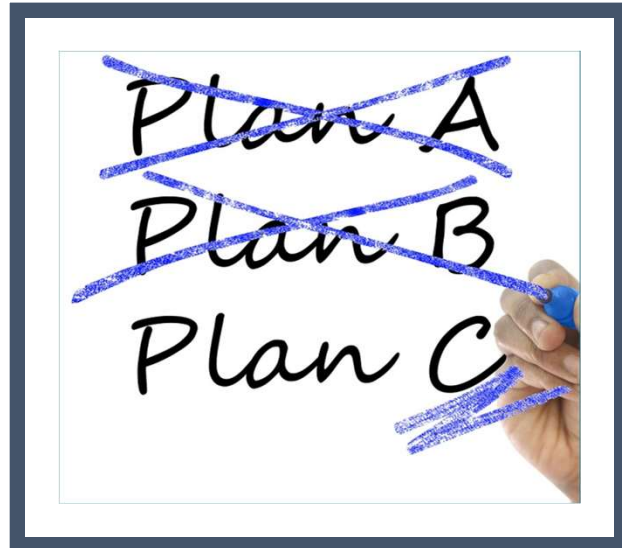
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## IDENTIFY WHO WOULD LIKE TO BE ACTIVE IN THE CRISIS PLANNING PROCESS

- ❖ Participation is a choice
- ❖ Avoid power struggles
- ❖ Be mindful of future opportunities
- ❖ Some may be ready to do more than others
- ❖ Even young children can contribute
- ❖ Change your lens towards curiosity and acceptance

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## IDENTIFYING STRATEGIES

**LOOKING AT OUR PAST CAN HELP US TO  
PLAN MORE EFFICIENTLY.**



What has worked?  
 What has not worked?  
 Who helps me?  
 Who is sometimes not helpful?  
 What makes me feel better?  
 What makes me feel worse?  
 Is there an environment that  
 activates me?  
 Has a service helped? Hurt?  
 What have I never tried but wanted to?

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## THE WHY....

Families know what works for them.

Families know what their limitations are.

Families can keep track of services and change.

Family and youth comfort and buy-in are necessary for success.

Family experience is holistic.

Families face the challenges all day and every day.

Families have credibility.

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## WHAT IT LOOKS LIKE....

Families don't feel judged or blamed because of their child's behavior.

Families can ask for the services and supports they need and maintain  
a sense of dignity and respect.

Families feel valued and validated.

Families express challenges, ideas, or plans without  
fear of alienation or retribution.

## ONE'S INDIVIDUAL EXPERIENCE (LIFEWAY) MATTERS



A family's lifeway, strengths, barriers, language and experiences will all be on stage in the event of a crisis and must be utilized when helping a family design their individualized plan. Every family has a unique lifeway. This lifeway will determine how they react, who will be involved, if it's a private or public matter, what resources are utilized, etc.

Understanding components such as whether this is a patriarchy/matriarchy, who makes decisions, who is with the child more, are they a private family, are there spiritual considerations to know, what is their communication style, are some behaviors acceptable that other families see as not.... And so on. A plan that goes against one's lifeway and daily norms is a plan that will sit on a shelf.

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**IDENTIFY WHAT IS MOST IMPORTANT  
TO YOUR FAMILY**

1

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