

# Connected and Strong

## *Strategies for Accessible and Effective Crisis and Mental Health Services*

### **Debra A. Pinals, MD**

Senior Medical and Forensic Advisor and Editor-in-Chief, and Former Chair, Medical Directors Division, National Association of State Mental Health Program Directors; Adjunct Clinical Professor of Psychiatry, Director, Program in Psychiatry, Law and Ethics, University of Michigan; Medical Director, Behavioral Health and Forensic Programs, Michigan Department of Health and Human Services

### **Genna B. Schofield, MPH**

Senior Technical Assistance and Communications Specialist, National Association of State Mental Health Program Directors





*Connected and Strong*

The views, opinions, content and positions expressed in this presentation are those of the authors and do not necessarily represent or reflect the official views, opinions, or policies of any governmental, academic, or other institution with whom the author is affiliated; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. government, any state government, academic or other institution.

This work was developed under Task 2.2 of NASMHPD's Technical Assistance Coalition contract/task order, HHSS283201200021I/HHS28342003T and funded by the Center for Mental Health Services/Substance Abuse and Mental Health Services Administration of the Department of Health and Human Services through the National Association of State Mental Health Program Directors.

# Where are we coming from?



Connected and Strong

**Beyond Beds**  
The Vital Role of a Full Continuum of Psychiatric Care

NASMHPD

**BOLDER GOALS  
BETTER RESULTS**

Seven Breakthrough Strategies to Improve Mental Illness Outcomes

NASMHPD

**BEYOND THE BORDERS:**

Lessons from the International Community to Improve Mental Health Outcomes

NASMHPD  
AUGUST 2019

**FROM CRISIS TO CARE**

Building from 988 and Beyond for Better Mental Health Outcomes

NASMHPD  
September 2022

Key elements to help individuals and systems move from crisis to care

Paper No. 1 in the *From Crisis to Care* Series



# Where are we now?



Connected and Strong



FEBRUARY 07, 2023

## FACT SHEET: In State of the Union, President Biden to Outline Vision to Advance Progress on Unity Agenda in Year Ahead

### President Biden's Unity Agenda seeks to:

- *Strengthen system capacity*
  - Workforce (including peers)
  - Implement 988 and crisis continuum
- *Connect Americans to care*
  - SMI/SUD integration
  - Same-day care access
  - Telehealth
- *Create healthy environments:*
  - Social media and youth mental health
  - School-based mental health
  - Resources for justice-involved populations

Source: FACT SHEET: President Biden to Announce Strategy to Address Our National Mental Health Crisis, As Part of Unity Agenda in his First State of the Union  
The White House. March 2022. Accessed from: <https://www.whitehouse.gov/briefing-room/statements-releases/2022/03/01/fact-sheet-president-biden-to-announce-strategy-to-address-our-national-mental-health-crisis-as-part-of-unity-agenda-in-his-first-state-of-the-union/>



# Where are we now?



## SAMHSA moves quickly to begin releasing \$110 million in emergency grant funding to provide Americans with substance use treatment and mental health services during the COVID-19 pandemic

Monday, April 20, 2020



Source: Substance Abuse and Mental Health Services Administration (SAMHSA). Rockville, MD, April 2020. Accessed from <https://www.samhsa.gov/newsroom/press-announcements/202004200430>

A woman with glasses and a headset is looking at a computer monitor in a call center setting.

**988**  
SUICIDE  
& CRISIS  
LIFELINE

LOOKING BACK ON  
ONE YEAR

Since launching in July 2022, connections with the **988 Suicide & Crisis Lifeline** have increased, with far more people getting support for faster than ever before.

One year of 988 implementation



# Where are we now?



*Connected and Strong*

Over the  
last year,  
you've  
told us...

- The workforce is in crisis.
- We can do a better job of matching level of need with level of care.
- The end of the public health emergency presents new challenges.
- There are challenges and opportunities with the current fiscal climate.
- Opioids and other substances continue to devastate our communities...
- ...as does suicide.
- We need to reimagine the intersection of mental health and justice.
- We need to address social determinants of health.
- Youth are in crisis.

# Where do we want to go?

(and how do we get there?)



Connected and Strong

## Unifying Principles

Engage multidisciplinary perspectives

Strengthen and connect social services

Facilitate social connection

Address and prevent trauma

Foster engagement across all populations

*Connected and Strong* Mental Health and Crisis Response Systems that are *Accessible* and *Effective*

# Where do we want to go?

(and how do we get there?)



Connected and Strong

## Unifying Principles

Engage multidisciplinary perspectives

Strengthen and connect social services

Facilitate social connection

Address and prevent trauma

Foster engagement across all populations

**Multi-perspective input and strengthening new and old partnerships remain top priorities for building out a united strategy for crisis services and beyond.**

- Public Safety Access Points and Computer Assisted Dispatch systems
- EMS and Police
- Faith leaders
- Tribal leaders
- Physical healthcare
- Schools
- Corrections
- Intellectual/Developmental Disability
- Information Technology
- ...and more



# Where do we want to go?

(and how do we get there?)



Connected and Strong

## Unifying Principles

Engage multidisciplinary perspectives

Strengthen and connect social services

Facilitate social connection

Address and prevent trauma

Foster engagement across all populations

Strengthen and connect social services for crisis prevention and postvention.

- Attend to basic needs to better meet emotional and psychological needs
- Facilitate connection between service systems to keep individuals from falling through the cracks
- Prevent incarceration, institutionalization, and homelessness.



Accessed from: <https://www.simplypsychology.org/maslow.html>

# Where do we want to go?

(and how do we get there?)



*Connected and Strong*

## Unifying Principles

Engage multidisciplinary perspectives

Strengthen and connect social services

**Facilitate social connection**

Address and prevent trauma

Foster engagement across all populations

**Facilitate social connection to prevent mental illness and promote well-being.**

- screening for loneliness
- community engagement and social connection
- access to mental health peer support
- technology facilitates connection for some...
- ...and is isolating for others
- Connected and supportive workplaces

# Where do we want to go?

(and how do we get there?)



Connected and Strong

## Unifying Principles

Engage multidisciplinary perspectives

Strengthen and connect social services

Facilitate social connection

Address and prevent trauma

Foster engagement across all populations

**Trauma informed systems that are accountable to all populations are critical for the people served and the workforce members who serve them.**

- Recognize role of trauma in crisis presentation and ensure crisis care does not perpetuate harms or retraumatize
- Stress of marginalization and importance of culturally competent crisis care
- welcoming environments
- person-centered care plans
- positive childhood experiences

# Where do we want to go?

(and how do we get there?)



Connected and Strong

## Unifying Principles

Engage multidisciplinary perspectives

Strengthen and connect social services

Facilitate social connection

Address and prevent trauma

Foster engagement across all populations

**Access and engagement across all populations requires more intention and research to improve outcomes**

- Access to care and retention in care
- Research to understand barriers to treatment
- Importance of therapeutic alliances and person-centered care
- Improving care transitions
- Navigation

# The 2023 Connected and Strong Series



Connected and Strong



***Connected and Strong*** focuses on implementing a connected, strong, comprehensive and effective behavioral health crisis services system nationwide that is accessible to all. Together, these papers lay out recommendations and highlight specific strategies to connect the oftentimes fragmented crisis care system, and strengthen America's approach to providing behavioral healthcare overall, in accordance with President Biden's Unity Agenda.



# The 2023 *Connected and Strong* Series



Connected and Strong

Peer Support Services Across the Crisis Continuum

Growing and Strengthening the Behavioral Health Crisis Response Workforce

Medical Approaches to Mental Health and Substance Use Crisis Encounters

Innovative Uses of Technology to Enhance Access to Services within the Crisis Continuum

988 and 911 Interoperability: Leveraging Strengths and Opportunity

Facilitating Rapid Access to Outpatient Mental Health and Substance Use Care

Increasing Equitable Access to Co-Occurring Care

Intersectionality: Faith, Mental Health and Community Partnerships

Long COVID and Vulnerable Populations

## Unity Agenda: Strengthen System Capacity

Peers Support Services Across the Crisis Continuum  
*Amy Brinkley (NASMHPD) & Justin Volpe (NASMHPD)*

Growing and Strengthening the Behavioral Health Crisis Response Workforce  
*Lance Washington, MA (Former NRI) & Robert Shaw, MA (NRI)*

# The 2023 *Connected and Strong* Series



Connected and Strong

Peer Support Services Across the Crisis Continuum

Growing and Strengthening the Behavioral Health Crisis Response Workforce

Medical Approaches to Mental Health and Substance Use Crisis Encounters

Innovative Uses of Technology to Enhance Access to Services within the Crisis Continuum

988 and 911 Interoperability: Leveraging Strengths and Opportunity

Facilitating Rapid Access to Outpatient Mental Health and Substance Use Care

Increasing Equitable Access to Co-Occurring Care

Intersectionality: Faith, Mental Health and Community Partnerships

Long COVID and Vulnerable Populations

## Unity Agenda: Connect Americans to Care

Medical Approaches to Mental Health and Substance Use Crisis Encounters

*Chuck Browning, MD (RI International), Rob Cotes, MD (Emory), Lisa St. George MSW, CPRP (Former RI International), Michael Riddle, MD (RI International) & Debra Pinals, MD (NASMHPD)*

Innovative Uses of Technology to Enhance Access to Services within the Crisis Continuum

*Mihran Kazandjian, M.A. (NRI) & Kristin Neylon, M.A. (NRI)*

988 and 911 Interoperability: Leveraging Strengths and Opportunity

*Arlene Stephenson, MAS, NHDP (NASMHPD), April Naturale (Vibrant Emotional Health), Amanda Miller (Vibrant Emotional Health) & Debra Pinals (NASMHPD)*

# The 2023 *Connected and Strong* Series



Peer Support Services Across the Crisis Continuum

Growing and Strengthening the Behavioral Health Crisis Response Workforce

Medical Approaches to Mental Health and Substance Use Crisis Encounters

Innovative Uses of Technology to Enhance Access to Services within the Crisis Continuum

988 and 911 Interoperability: Leveraging Strengths and Opportunity

Facilitating Rapid Access to Outpatient Mental Health and Substance Use Care

Increasing Equitable Access to Co-Occurring Care

Intersectionality: Faith, Mental Health and Community Partnerships

Long COVID and Vulnerable Populations

## Unity Agenda: Connect Americans to Care (Cont'd.)

Facilitating Rapid Access to Outpatient Mental Health and Substance Use Care

*Renee Boak, MPH (National Council for Mental Wellbeing) & Joe Parks, MD (National Council for Mental Wellbeing)*

Increasing Equitable Access to Co-Occurring Care

*Ayorkor Gaba, Psy.D. (University of Massachusetts Chan Medical School), Angela Wangari Walter, PhD, MPH, MSW (University of Massachusetts Lowell Zuckerberg College of Health Sciences) & Debra A. Pinals, MD (NASMHPD)*

Intersectionality: Faith, Mental Health, and Community Partnerships

*Dawn Brown (NAMI), Britannia Wanstrath (NAMI), Darcy Gruttadaro, JD – (NAMI) & Jill Shumann (Former NAMI)*

# The 2023 *Connected and Strong* Series



Peer Support Services Across the Crisis Continuum

Growing and Strengthening the Behavioral Health Crisis Response Workforce

Medical Approaches to Mental Health and Substance Use Crisis Encounters

Innovative Uses of Technology to Enhance Access to Services within the Crisis Continuum

988 and 911 Interoperability: Leveraging Strengths and Opportunity

Facilitating Rapid Access to Outpatient Mental Health and Substance Use Care

Increasing Equitable Access to Co-Occurring Care

Intersectionality: Faith, Mental Health and Community Partnerships

Long COVID and Vulnerable Populations

## Unity Agenda: Create Healthy Environments

### Long COVID and Vulnerable Populations

*Lucy Ogbu-Nwobodo, MD, MS, MAS (UCSF), Allison Hwong, MD, PhD (USCF), Matthew L. Goldman, MD, MS (UCSF), Karly Murphy, MD, MHS (UCSF) & James W. Dilley, MD (UCSF)*

# Thank You!



Connected and Strong

# Questions?

