

The Central Role of Crisis Centers in Local and National Behavior Health Care Systems



John Draper, Ph.D.

Lifeline Executive Director

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I've seen some weird shit





WE'RE ON THE LINE
WHEN YOU'RE AT
THE END OF YOURS

1-800-LIFENET
THE CRISIS, INFORMATION AND RE-
FERRAL NETWORK FOR EMOTIONAL AND
SUBSTANCE ABUSE PROBLEMS

LIFENET

a free, confidential
service of The Mental Health
Association of New York City,
Inc. in collaboration with
The New York City Department
of Mental Health, Mental
Retardation and Alcoholism
Services.

www.mhaofnyc.org

TTY Hard of Hearing: 212-982-5284

1-800-LIFENET

1-800-543-3638

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THE CRISIS, INFORMATION AND REFERRAL NETWORK FOR EMOTIONAL AND SUBSTANCE ABUSE PROBLEMS. STRICTLY CONFIDENTIAL.

SAVE THIS INFORMATION
IT COULD SAVE SOMEONE'S LIFE

Post-9/11: Crisis Centers & Public Health Communications

Even Superheroes Need Help Sometimes.
1-800-LIFENET,
Project Liberty, NY State, 2002



**EVEN
SUPERHEROES
NEED HELP
SOMETIMES.**

*How's your child doing since 9-11?
We're here to help.*

Children can bounce back from most things. But even the most resilient child may need someone to talk to about 9/11. Often kids have a delayed reaction to stressful events and difficulty expressing their feelings. So don't wait for them to come to you. Ask your child questions like "Are you worried about being safe?" Also look for changes in behavior like extra clinginess, nightmares or difficulty concentrating on schoolwork. For information about how to get help for your child, a child you know or yourself, call 1-800-LIFENET. It's free.

At Lifenet, counseling professionals are always here to provide free, confidential information and referrals for care. So call us at 1-800-LIFENET. We're here to help.

1-800-LIFENET

1-800-543-3638 • 24 hours a day • 7 days a week

www.lifenet.org • TTY: 212-362-5034
This campaign is a collaboration between the Mental Health Association of New York City, Inc., New York City Department of Health and Mental Health, and the September 11 Victims' Fund.



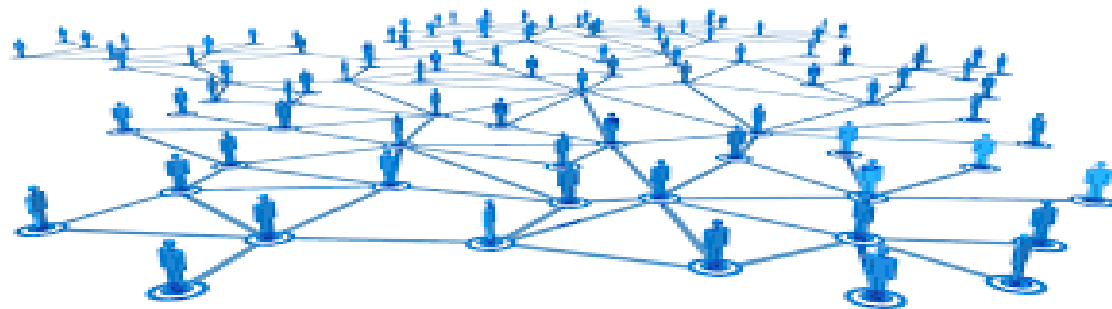
The Central Role of Crisis Centers in Disaster Response

“...LifeNet had relationships with government at all levels and with service providers. A communications infrastructure (like LifeNet’s) must be something recognized by consumers, govt. and providers as a central means of accessing services, and it must be in place beforehand. LifeNet was critically important, perhaps the single most important asset in the response.”

SAMHSA report on 9/11 response, Norris et al, 2006



Lifeline Network: Local & National Public Health Safety Net



Lifeline Best Practices: It's Working!

SAMHSA-funded evaluations since 2005 have shown:



- Lifeline centers *significantly reduce emotional distress and suicidality* in callers (a mental health service!)
- Lifeline-sponsored trainings for centers (ASIST) *significantly reduce risk* in callers more than centers not receiving training
- Lifeline Policies effective in reducing imminent risk through less invasive means (76% highest risk de-escalated collaboratively)
- Lifeline follow-up calls to persons at risk work; 80% say calls helped keep them safe, with half saying “it’s the reason I’m alive”

Lifeline Standards & Practices: Best in Class

**In a 2014 evaluation of 10 California
crisis centers:**



"Callers to Lifeline-member crisis centers were more likely to be assessed for suicidality and show reductions in distress by the end of the call."

-RAND Corporation, 2014

R. Ramchand, et al, *Crisis*, 2016

Lifeline Centers: Training, Outreach & Linkages

Educating the community (>80%):

- Suicide prevention trainings (>60%)
- Mental Health First Aid and others (>40%)
- Law Enforcement trainings (>60%)
- Signs of Suicide/SOS (16%)

Public Health/Safety Linkages

- Mobile outreach services (>33%)
- ED agreements/linkages (>40%)
- Direct linkages with 911 (>30%)
- Formal relations with law enforcement (50%)

A National Mental Health Crisis & Emergency System?



National Suicide Hotline Improvement Act of 2017

✓ YEA

NAY ✗

2017 National Hotline Improvement Act



- Passed in July 2018
- Study impact of a new national 3-digit dialing code (N-1-1) for a national mental health crisis and suicide prevention hotline:
 - Recommend best 3-digit number for a crisis hotline
 - Examine efficacy of current Lifeline and VCL and recommend improvements
 - Perform a cost-benefit analysis of using a three-digit code

