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Enabling Technology in Mental Health
NAMI HelpLine Observations

Dawn Brown
Director, NAMI HelpLine Services
NAMI, the National Alliance on Mental Illness
Disclaimer

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Enabling Technology in Mental Health NAMI HelpLine Observations

Presenter
Dawn Brown, NAMI Director of HelpLine Services

Oversees connections and support of over 250,000 people reaching out for information, resources and support each year
NAMI HelpLine Overview

- NAMI HelpLine is a free nationwide peer support service providing information, resource referrals and support to people living with mental health conditions, their family members and caregivers, mental health providers and the public.

- Experienced, well-trained staff and volunteers help by answering questions, offering support and providing practical next steps.

- HelpLine information and referral resources are available 24/7 via www.nami.org/help in the HelpLine Knowledge Center and NAMI Resource Library and Monday – Friday, 10 a.m. – 8:00 p.m. ET, by phone 800-950-6264, email – info@nami.org or chat from NAMI.org.
Enabling Technology in Mental Health

- Anxiety and panic
- Isolation and depression
- Adaptation and innovation
- Seeing the silver lining
Enabling Technology in Mental Health

The HelpLine saw it coming
• Benefiting from lived peer experience, the HelpLine anticipated and met mental health needs as the field evolved.

COVID-19 Resource and Info Guide

Online support communities
Online therapy options
Crisis services

How to build resilience-APA
Coping with stress WHO
Risk factors and factual info

• How can I start/continue treatment while staying physically distanced?
• What can I do if I’m having trouble with work or finances?
• What can I do for my loved one in the criminal justice system?
• What do I need to know about the COVID-19 vaccine?
Enabling Technology in Mental Health

NAMI HelpLine - Evolving from a brick and mortar to cloud based

*Immediate*
- Staff and volunteers enabled to work from home
- Communication technology and CRM remotely
- Enabled Virtual recruitment and training provided to volunteers

*Solution-based*
- Consolidation of technology onto a cloud-based communication platform
- Nationwide recruitment of volunteers
- Addition of chat/text
Connecting in the Clouds

Chat Transcript

Anonymous 07:37 PM
My daughter is having orism dealing with her illness and I don’t know what to do or day to her anymore. She is stressing me out.

NAMI Helpline 07:37 PM
Thank you, you will be connected to a Helpline Specialist as soon as possible.

Anonymous 07:37 PM
I meant I don’t know what to do anymore.

Anonymous 07:38 PM
Anyone there?

Rachael Taddiken 07:39 PM
Hello, my name is Rae. How can I help you today?

Rachael Taddiken 07:40 PM
I see that you are looking for help with your daughter, is that correct?

Anonymous 07:41 PM
My daughter has been diagnosed with psychosis/schizophrenia and she just started taking her medicine and she keeps me up night and I haven’t gotten a good night’s sleep for 7 days. Can someone take to her?

Rachael Taddiken 07:42 PM
I can offer resources that may be helpful, however that...
“I am 17 years and live near Seattle, Washington. I believe I am struggling with bipolar disorder. I really hope that you can still help me. I was planning to go into the hospital to seek help, but the virus broke out and I’m no longer allowed to leave the house due to self-isolation. I have asked for help before from my parents, but they would say that “You’re fine, just an overly hormonal teenage female.” That stopped me for a while. Now boyfriend is encouraging me to get help because it has been taking a large toll on me and my mental health. I was too afraid to call at first, but I do need to help getting help. I’m not terribly sure how getting help works, especially online. Maybe you can respond with what I need to do, how to get a diagnosis and then how to get further treatment. ”
“I hope you can help. I am depressed and on-the-edge since my relationship with my girlfriend ended. And now I’ve lost my job because of covid restrictions. It feels like I’ve already lost so much, and I can’t stop thinking about losing my apartment because I can’t afford the rent anymore. Is there anyone that can help?”
Enabling Technology in Mental Health

NAMI Education Programs and Support Groups

Immediate

• Technology solutions for remotely hosting programs and support groups identified
• Field leaders and program directors were provided with detailed guides and a series of Town Hall video meetings supported the transition

Solution-based

• All NAMI Programs are now offered remotely
• Growth in program participation
• Spanish programs pooled resources resulting in growth
Connecting in the Cloud

Connecting
Caring
Learning
Sharing

NAMI NJ Online Support Groups

Basics OnDemand Registration

NAMI National Alliance on Mental Illness

SAMHSA Substance Abuse and Mental Health Services Administration
Enabling Technology in Mental Health

Revolution in delivery of mental health care

TELEHEALTH POSITIVES
+ pre-pandemic, 65% no telehealth, now 75% use daily
+ Observe home environment
+ Opportunities to involve family
+ Expansion of coverage for telehealth services
Enabling Technology in Mental Health

Mental Health Professionals using telehealth for 2 out of 3 patients

TELEHEALTH NEGATIVES
- Lose the ability to observe body language
- Many hired tech assistance/support
- Unequal access to technology and/or internet
Enabling Technology in Mental Health

Revolution in delivery of mental health care

POSITIVES
+ Support groups enabled by Zoom
+ Online enabled prescriptions
+ Drive-up Long Acting Injectables (LAI) injections or parking lot lab test clinics
Enabling Technology in Mental Health

Stepping back in community mental health services

Limiting face-to-face service to clients

POSITIVE

+ Telehealth with counselors and case managers
+ Zoom enabled groups

NEGATIVE

- Community support services limited or suspended
- Clubhouses and drop-in centers temporarily closed
Connecting in the Clouds

Professional & Peer Connections

7 CUPS of TEA
Embraced
53 Growth Points to Next Level / Learn More

1-ON-1 GROUP SUPPORT

Welcome Room
Member/Guest Chat

Share Your Story
Take Turns to Share & Support

Loneliness Support
Member/Guest Chat

Depression Support
Seek & Provide Support

Alerts Listeners Chats Forum

SAMHSA Substance Abuse and Mental Health Services Administration
Enabling Technology in Mental Health

Imaging a post-pandemic world – what’s the new normal?

No one knows.

one day at a time
Enabling Technology in Mental Health

Enabling technology is here to stay

One day at a time
Improving Mental Health through Data Driven Crisis Intervention

Shairi Turner, MD, MPH
Chief Transformation Officer
Crisis Text Line
Mission:

At the intersection of empathy and innovation, we promote mental well-being for people wherever they are.

Service Statement:

We provide free, 24/7, high-quality text-based mental health support and crisis intervention by empowering a community of trained volunteers to support people in crisis.

To date, we’ve supported 2.7 million texters.
How it works

Texters

Text 741741 about whatever is a crisis to the texter, such as:
- Addiction
- Anxiety
- Assault
- Bullying
- Depression
- Eating disorders
- Self-harm
- Suicide.

Automated Response

Texter will receive an automated response, letting them know they’ve connected with us, our Terms of Service, and some coping resources while they wait. Then they are asked:
“What’s your crisis?”
Triaging Texters

Using machine learning and data analytics, we triage conversations in order of severity. We respond to imminent risk texters in 8 seconds on average, even during volume spikes.
A volunteer Crisis Counselor uses skills like active listening and empathy to support and de-escalate. Supervisors oversee every conversation and take an active role in imminent risk situations.
Always Ask

Consistent with other suicide prevention research, Crisis Text Line’s data suggests that asking someone in a clear, kind, empathetic way, if they are having thoughts of death or dying does not increase the risk of suicide. In fact, it demonstrates that you care and it could help someone get the support they need.
When someone tells us they have the ideation, plans, means, and 0 to 48-hour time frame for hurting themselves, the Crisis Counselor will flag the conversation for the supervisor. Together, they will work toward de-escalating the texter.
Continuing the conversation

In the 99% of conversations where the texter is NOT at imminent risk, the Crisis Counselor will then identify the goal of the conversation, do collaborative problem solving to move the texter toward that goal, and then end with a warm close.
Resources for Texters

**American Civil Liberties Union**

For: All Ages | Website | Advocacy | Provides information and resources on the rights of Americans in a broad range of situations, such as: being stopped by the police, religious freedom, voting rights, LGBTQ rights, disability rights, prisoner’s rights, immigrants rights, and more. ------- Texter Description: ACLU is a website that provides information on our rights as US citizens around immigration, LGBTQ+, voting, disability, and more: https://bit.ly/RIGHTS_res

Submitted by Allison Lindstrom

**Be Strong**

For: Teens | Website/App | Informative | Provides resources, support, and intervention for those who are affected by bullying, depression, suicide, and other adversities. ------- Texter Description: Be Strong is a website and app that can support you through bullying, depression, thoughts of suicide, and other challenges: http://bit.ly/strong_ref

Submitted by Lisa Moore
Everyday we collect hundreds of pieces of feedback from our texters. Here are some recent comments that texters agreed we could share:

She was amazing and easy to talk to. She put into words what I couldn't and it made me feel elated that she understood me.

The crisis counselor I spoke with today was very caring and spent time with me to first of all hear my concerns which helped me calm down. They also provided me with some resources and helped guide me in finding the one that will be most beneficial to my situation.

Thank you so much for feeling the discomfort with me, and helping me see my [scrubbed] again.
Our Data

Crisis Trends

5,681,684 conversations since August 2013

Crisis Trends empowers journalists, researchers, school administrators, parents, and all citizens to understand the crises their communities face so we can work together to prevent future crises. Crisis Trends was originally funded by the Robert Wood Johnson Foundation. Want to know to know how we share data? Check out our Open Data Collaborations.

Explore

FILTERS (0) ▼  No filters selected

| US states ranked by crises related to Anxiety/stress. | US states ranked by crises related to Anxiety/stress. | stateofmentalhealth.org | crisistrends.org |

32
Ohio texter issue trends over the last 365 days
Our partnership with Ohio MHAS

We work with Ohio’s Department of Mental Health and Addiction Services to spread their keyword 4HOPE across the state.

When someone texts us that keyword, they’ll have the same experience as we’ve outlined. The keyword allows us to share back data about how the people they’re reaching are using Crisis Text Line.

For more their public dashboard and marketing materials, visit their website.
For more information about our service or our partnerships, email Jana French, jfrench@crisistextline.org.

To receive Crisis Text Line’s 2020 State of Mental Health Report in April 2021 sign up here.
SAMHSA’s mission is to reduce the impact of substance abuse and mental illness on America’s communities.

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[www.samhsa.gov](http://www.samhsa.gov)

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