Strategies for Accessible and Effective Crisis and Mental Health Services

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Where are we coming from?
Where are we now?

**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

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

**February 07, 2023**

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

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

Where are we now?

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 Mental Health and Crisis Response Systems that are Accessible and Effective

**Unifying Principles**

- Engage multidisciplinary perspectives
- Strengthen and connect social services
- Facilitate social connection
- Address and prevent trauma
- Foster engagement across all populations
Where do we want to go?
(and how do we get there?)

Unifying Principles

- Engage multidisciplinary perspectives
- Strengthen and connect social services
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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?)

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?)

Unifying Principles

Engage multidisciplinary perspectives

Strengthen and connect social services

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?)

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?)

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* 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

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**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)*

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**Medical Approaches to Mental Health and Substance Use Crisis Encounters**

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

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**988 and 911 Interoperability: Leveraging Strengths and Opportunity**

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**Facilitating Rapid Access to Outpatient Mental Health and Substance Use Care**

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**Increasing Equitable Access to Co-Occurring Care**

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**Intersectionality: Faith, Mental Health and Community Partnerships**

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**Long COVID and Vulnerable Populations**
### The 2023 *Connected and Strong* Series

- **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)*

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**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
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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

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!

Questions?