



SANTA FE
Recovery Center
THE PATH TO RECOVERY

**Considerations for Crisis
Continuum Services in Rural
Communities**

Jess Spohn, DSW(c), LCSW, LADAC, MPH

AGENDA

- What is a Crisis?
- New Mexico Statistics
- Crisis Continuum
- Gallup Crisis Center
- Q&A / Discussion



WHAT COUNTS AS A CRISIS??

- Unique to everyone
- A situation where typical coping skills aren't effective enough or at all
- May include things such as suicidal or homicidal thoughts, panic attacks, psychosis, or substance use or relapse, but also:
 - new, compounded, historical, or intergenerational trauma
 - natural disasters or pandemics
 - political climates
 - racism and other forms of systemic oppression
 - financial distress
 - many other factors, or some combination



SIGNS OF SOMEONE IN A CRISIS




- Anxiety
 - Trouble with memory
 - Sadness-- might be unable to pinpoint it
 - Anger outbursts
 - Increased substance use
 - Isolation
 - And sometimes... no noticeable signs
-

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CRISIS STATISTICS

20%  1 in 5 US adults experiences issues with their mental health

36%  of New Mexicans who deal with depression or anxiety

28%  of US adults can't get treatment for their mental health issues

31%  Don't have access to treatment for their mental health issues

AI/AN
MEN

Highest rate of NM death by suicide

850+
/ WEEK

Individuals seen in NM EDs for MEH/SUD

4th
HIGHEST

Death by Suicide in US

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SAMHSA CRISIS CONTINUUM

A crisis response framework created by the Substance Abuse and Mental Health Services Administration (SAMHSA) recommends communities build infrastructure that provides **someone to talk to (crisis lines), someone to respond (mobile crisis teams) and somewhere to go (crisis triage centers).**



**SOMEONE
TO TALK TO**



**SOMEONE
TO RESPOND**



**SOMEWHERE
TO GO**

NM CRISIS SYSTEM



3 LEVELS



SOMEONE TO CONTACT

- 988 (& subnetworks)
- Local Helplines
- Warmlines
- National Specialty Hotlines (DDH, VCL, RAINN, Trevor, Blackline, TransLifeline, etc.)



SOMEONE TO RESPOND

- Mobile Crisis Teams
- Co-Responder Teams
- Community Response Teams
- Peer Response Teams
- Forensic Response Teams



A SAFE PLACE FOR HELP

- Crisis Stabilization Units
- RTCs
- Detox Centers
- Inpatient Units
- Shelters
- Safety Planning at Home
- Outpatient PHP/IOP

CRISIS LINES

- **NM Peer - to - Peer Warmline**
 - 1-855-466-7100
 - Call from 7:00 am -11:30 pm MT or text from 6:00 pm-11:00 pm MT, 7 days a week
 - Call and talk with Peer Support Workers about an emotional, mental, behavioral, and/or substance use concern; recovery; resiliency; or resources.
- **Disaster & Distress Helpline**
 - 24/7 Call or Text 1-800-985-5990; for Spanish, press "2"
 - For anyone experiencing emotional distress or other mental health concerns related to any natural or human-caused disaster, regardless of when the disaster was experienced.
- **Veterans Crisis Line**
 - 24/7, dial 988 then press 1 or text 838255
- **RAINN (National Sexual Assault Hotline)**
 - 1-800-656-4673
 - Other crisis lines for male sexual assault survivors, domestic violence, military violence, human trafficking, etc. can be found at <https://www.rainn.org/resources>
 - StrongHearts Native Sexual Assault & Domestic Violence Helpline 1-844-762-8483
- **LGBTQ+ lines (all 24/7 available in English or Spanish) :**
 - Trevor Project (ages 25 and under) 1-866-488-7386 or text "Start" to 678-678
 - TransLifeLine 1-877-565-8860
 - SAGE (older LGBTQ adults) 1-877-360-5428
- **BlackLine**
 - 24/7, 1-800-604-5841
 - Crisis support for BIPOC (Black, Indigenous, & People of Color) and QTPOC (Queer & Trans People of Color)

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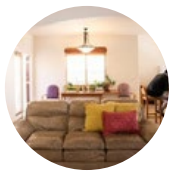
SFRC- Gallup Crisis Center

- Opened to the community on 11/07/24
 - Number served in November
- Hours: Monday-Friday 7am-11pm
- Staff Composition
- Co-Located at the new CCBHC
- Grant funded by NM Healthcare Authority, Behavioral Health Services Division
 - Goal to become licensed as a Crisis Triage Center & be able to bill Medicaid
- No Wrong Door & Living Room Models



CTC KEY COMPONENTS

We have opened the first Crisis Center in the area, with intention to transition to a full Crisis Triage Center



Safe, Welcoming Environment

A safe, home - like environment for individuals in crisis to be welcomed, triaged, and receive crisis services 24/7/365.



Short - Term Stabilization

Individuals will be eligible to receive services for up to 23 hours at a time, then either discharged home with referrals to care or transferred to a higher level of care as indicated by assessments



Trauma - Informed Care

All staff will be trained in various trauma informed care practices to provide quality services to clients. Staff include CPSWs, EMTs, RN/LPNs, clinical staff, and medical staff.



Engagement & Partnership

The CC will work with stakeholders and community/regional organizations for incoming and outgoing referrals. The more people involved and on board, the stronger the program will be!



Warm Hand - Offs and Referrals

The crisis doesn't always end when the client leaves the facility. We are committed to ensuring clients have access to the services they need in the community, using the least restrictive and safest options available.

What is “No Wrong Door”?

- A client can receive Crisis Services anytime for any reason
- No wrong reason for seeking help
- Triage and assist to getting to the right level of care
- Making excuses to say **YES** instead of NO



A Different Approach

- In a No Wrong Door approach, we recognize that individuals who may usually be turned away from other facilities are welcomed, no matter what
- Not a traditional medical model where medications, diagnoses, and doctors are emphasized
 - Instead, focus on peer experience and other coping skills to meet client needs
- Open, welcoming co-ed spaces where everyone can recover together
- Smaller facilities to provide individualized care
- Not a long-term solution, but can lead down that path
- No restraints or seclusion, no involuntary admissions

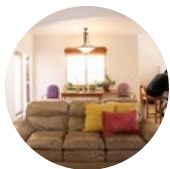
MCT KEY COMPONENTS

Another result of this grant will be to open and offer the first Mobile Crisis Services in the area aligned with CCBHC requirements for adults, then expand to children/youth.



Services to Anyone

We will begin serving adults 18+ at first, then transition into serving all ages following additional training.



Services Anytime

Mobile Crisis will be available with limited hours at first, but expanded to 24/7



Services Anywhere

The great thing about MCTs is they come to the client, decreasing barriers to accessing the appropriate level of care



Low-Barrier

MCT does not require insurance prior authorization to provide services, and we can see individuals who are uninsured or underinsured without out-of-pocket costs to the client. They can receive services as many times as needed to stabilize the crisis.



Warm Hand - Offs and Referrals

The crisis doesn't always end when the client engagement is complete. We are committed to ensuring clients have access to the services they need in the community, using the least restrictive and safest options available.

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THANK YOU

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jspohn@fcdrecovery.org