



Whole Community Solutions for Mental Health Crisis

The Barbara Schneider Foundation, 2419 Nicollet Ave, Minneapolis, 55404 (612)801-8572

Recovery/Wellness Model

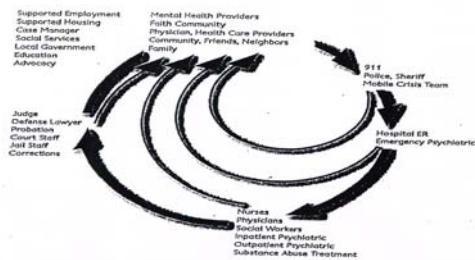
- Collaboration
- Whole person
- De-escalation

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Prevent Crisis / Support Recovery

BE ON THE TEAM | Mental Health Crisis Prevention and Recover

Community Collaborations



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What is mental illness?

Mental illness refers to a wide range of mental disorders that effect a person's thoughts, mood, perceptions, memory or ability to focus.



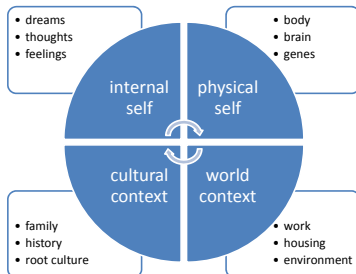
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What is Health?

- A state of physical, mental, social, spiritual well being
- A state of balance, harmony and connectedness within and between many systems – the body, family, community, environment and culture
- An active state of being, people must be active participants to be healthy

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Responding to the Whole Person



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De-escalation Objectives

- Utilize a set of **de-escalation skills** to successfully end a crisis encounter.
- **Stay calm and in control**, maintain professionalism in highly emotional, intense situations.
- **Apply to almost any situation** in your life involving individuals who are upset, uncooperative, or threatening.

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Person in Crisis



- **Key question-**

“Why is this happening today at this time!”

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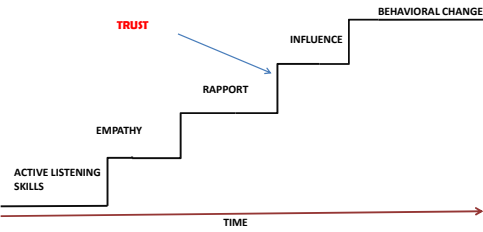
Safety First



- Consider your safety at all times.
- Be aware of your exits.
- Remove potentially hazardous items.
- Remove casual observers.
- Keep a safe physical distance.
- Do not take risks.
- Slow down and assess.

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Fuselier Behavioral Change Stairway



G. Dwayne Fuselier, Ph.D., is a Clinical Psychologist and a retired FBI Supervisor who was part of the Columbine Investigative Team Task Force. Adapted from "Lessons from Columbine: What Parents can do to get their teenagers to talk with them."

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Crisis Example

- John, age 16-17, brought in to the hospital by parents who express a concern about his/her headaches, admitted to psych ward for assessment. Patient experiencing increased agitation due to being confined to a locked unit.
- **Objective:** Assess safety considerations. Use active listening skills and build rapport. Gather enough information to assess the situation and decide a course of action.

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Learning from Those with Personal Crisis and Recovery Experience

- **What actually happened in their crisis and how they felt**
 - Initial psychotic break
 - Suicidality, delusional thinking and other severe symptoms
 - Law enforcement contact and the initial hospital visit
- **Their personal recovery from mental illness**
 - Vulnerabilities to becoming affected by mental illness
 - Triggers, risk factors
 - Learning to be self aware and to cope
 - Medications, therapy and long term support

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Action plan

- Stress Reduction and Coping
- Trauma Informed Care
- Economic and Social forces
- Justice Involved Youth
- Urban / Rural
- Spanish Speaking
- Police, jail, judges, prison, probation, state hospital, mental health, medicine
- Training

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Crisis Intervention Team Core Elements

The University of Memphis School of Urban Affairs
and Public Policy Department of Criminology and Criminal Justice
CIT Center

September, 2007

Randolph Dupont, PhD
University of Memphis
Major Sam Cochran, MS
Memphis Police Services
Sarah Pillsbury, MA
University of Memphis

<http://cit.memphis.edu/pdf/CoreElements.pdf>

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CORE ELEMENTS

Ongoing Elements

1. Partnerships: Law Enforcement, Advocacy, Mental Health
2. Community Ownership: Planning, Implementation & Networking
3. Policies and Procedures

Operational Elements

4. CIT: Officer, Dispatcher, Coordinator
5. Curriculum: CIT Training
6. Mental Health Receiving Facility: Emergency Services

Sustaining Elements

7. Evaluation and Research
8. In-Service Training
9. Recognition and Honors
10. Outreach: Developing CIT in Other Communities

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Questions?

- Mark Anderson
- Barbara Schneider Foundation
- 2419 Nicollet Av
- Minneapolis, MN 55404
- 612 801 8572
- admin@thebarbaraschneiderfoundation.org
- www.thebarbaraschneiderfoundation.org