

Virtual | June 11 - 13



NAMIStrong:

Crisis Navigation Across the Alliance



Dawn Brown

National Director, HelpLine Services

Dawn has been a member of the NAMI HelpLine team for over 13 years. Starting as a volunteer, she quickly accepted NAMI's offer for a permanent position where her experience in non-profit management and as a mental health caregiver aligned with the HelpLine's needs. Over time, she's led the HelpLine through transformational changes as they've increased their impact tenfold.



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Megan Rochford, PCC-S

*Director, HelpLine
Operations*

Megan is a clinical counselor with 25+ years' experience in clinical leadership roles in community mental health, and a former Program Director at NAMI Greater Cleveland. At the national NAMI office, Megan ensures that NAMI HelpLine operates a clinically sound service program that is consistent with best practices and advances recovery. She also has lived experience as a caregiver for a loved one with serious mental illness. Megan has a Master of Clinical Counseling degree from Cleveland State University and an MBA from the University of Notre Dame.



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Hannah Woodman

*HelpLine Coordinator,
NAMI Maine*

Hannah Woodman joined NAMI Maine nearly two years ago. In her role as helpline coordinator, Hannah acts as the primary contact for all helpline inquiries and calls. Hannah's previous experience includes working in a variety of non-profit roles in the domestic violence, rural hospital, and sexual violence support services fields. Hannah is passionate about mental health support and advocacy in her roles as a community member, a family member, and a peer. Hannah earned a Bachelor of Arts degree from Smith College in 2014.



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Agenda

Welcome

What's new and different in the updated "Navigating a Mental Health Crisis" Guide

How the guide might help you help your community

Q&A

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Introducing the 2025 “Navigating a Mental Health Crisis” Guide

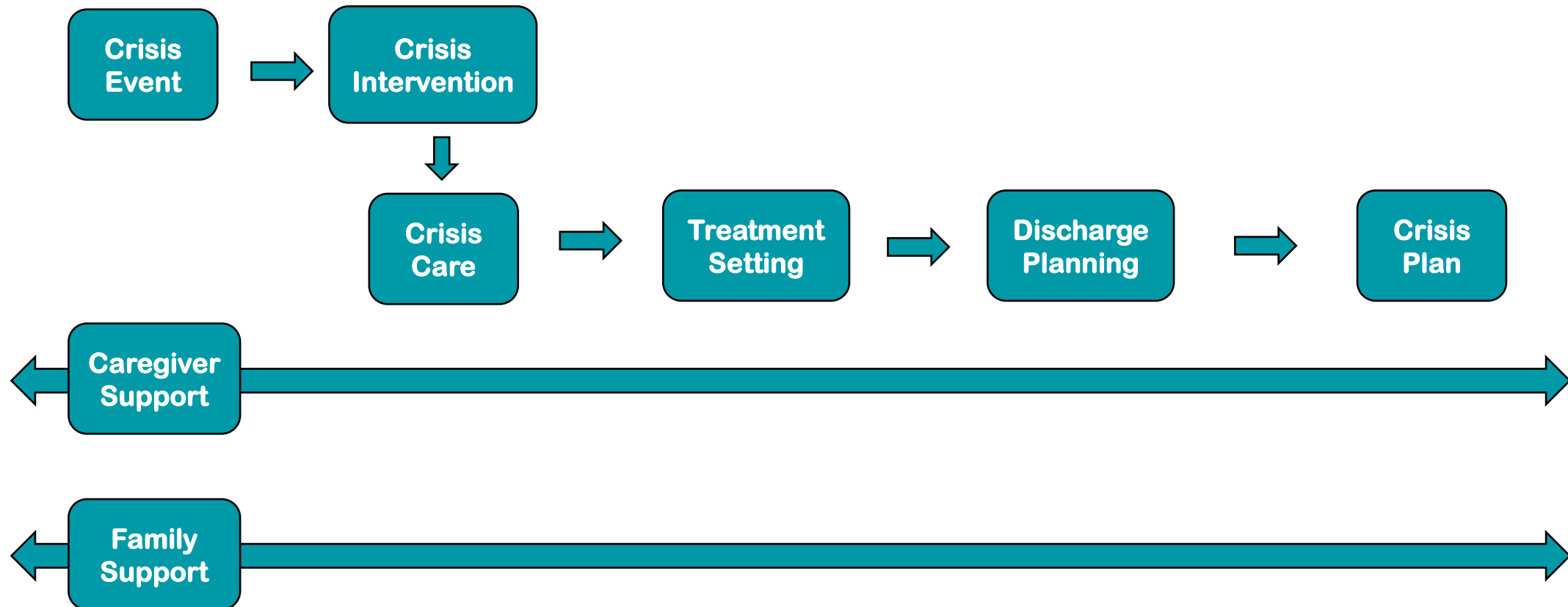


Crisis Guide: Reimagined

The right information at the right time



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Understanding

Mental Illness



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Foundational Information

- Diagnostic Process
- Symptoms
- Cultural Considerations
- Co-occurring Conditions



Understanding

Mental Health Crisis



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Contributing Factors

Warning Signs of MH Crisis

Warning Signs of Suicide

Suicide Prevention Tips

What To Do

Navigating a Mental Health Crisis

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Changes in Crisis System and Crisis Continuum

- Inclusion of 988 system

- 988 vs 911 explainer

- Descriptions of newer crisis intervention services

Enhanced information for better family support

- De-escalation strategies

- Suggested language to support/comfort loved one

- Tips for interacting with crisis responders

- Considerations for transport



Understanding

Treatment Admission Process



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Voluntary vs. involuntary admission

Law enforcement involvement or court ordered

Emergency holds

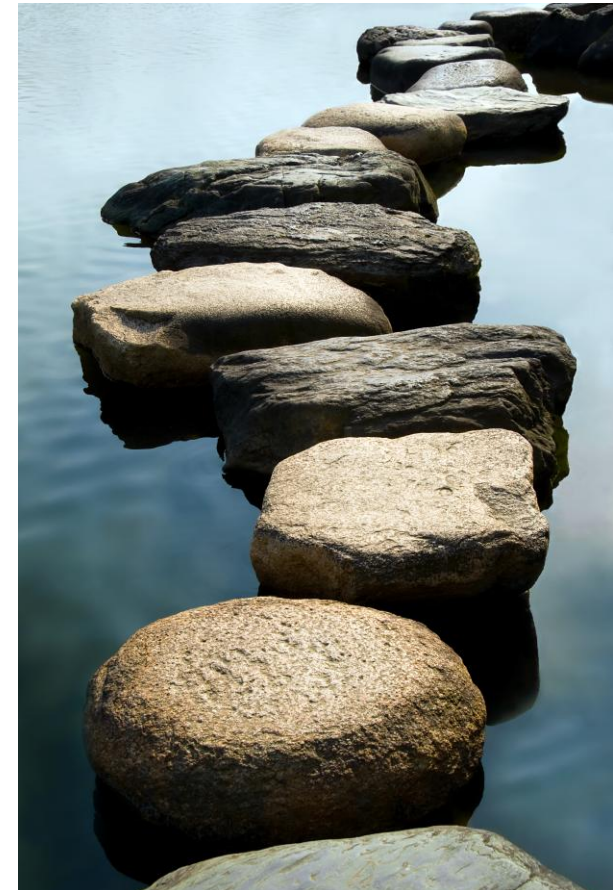
Confidentiality

Supportive Strategies for Families



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- Promoting 2-way communication
- Facilitating constructive 1-way information sharing



Quality of Care

Concerns and Grievances



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Navigating quality of care concerns

Resources for filing grievances, complaints

Discharge Planning

Planning and Advocating



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Demystify the experience

Components of a discharge plan

Planning considerations

Supportive family involvement/advocacy



Other Crisis Situations

Tips and Resources for Navigating Legal Involvement


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- Missing person
- Advocacy for a legally-involved loved one
- Diversion programs

Preparing for the Future

Tips and Information


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- Taking positive action
- Preparing as a family



Caregiver Needs

Caring for the Caregiver



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- Signs of caregiver stress
- Meeting one's needs as a caregiver
- Explainer re: typical reactions to crisis
- Emphasis on hope

Fillable Forms

Creating a Roadmap



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- Portable treatment record
- Crisis plan
- Relapse plan



NAMI Maine

Affiliate Perspective



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Our history
Our mission
NAMI Maine Helpline

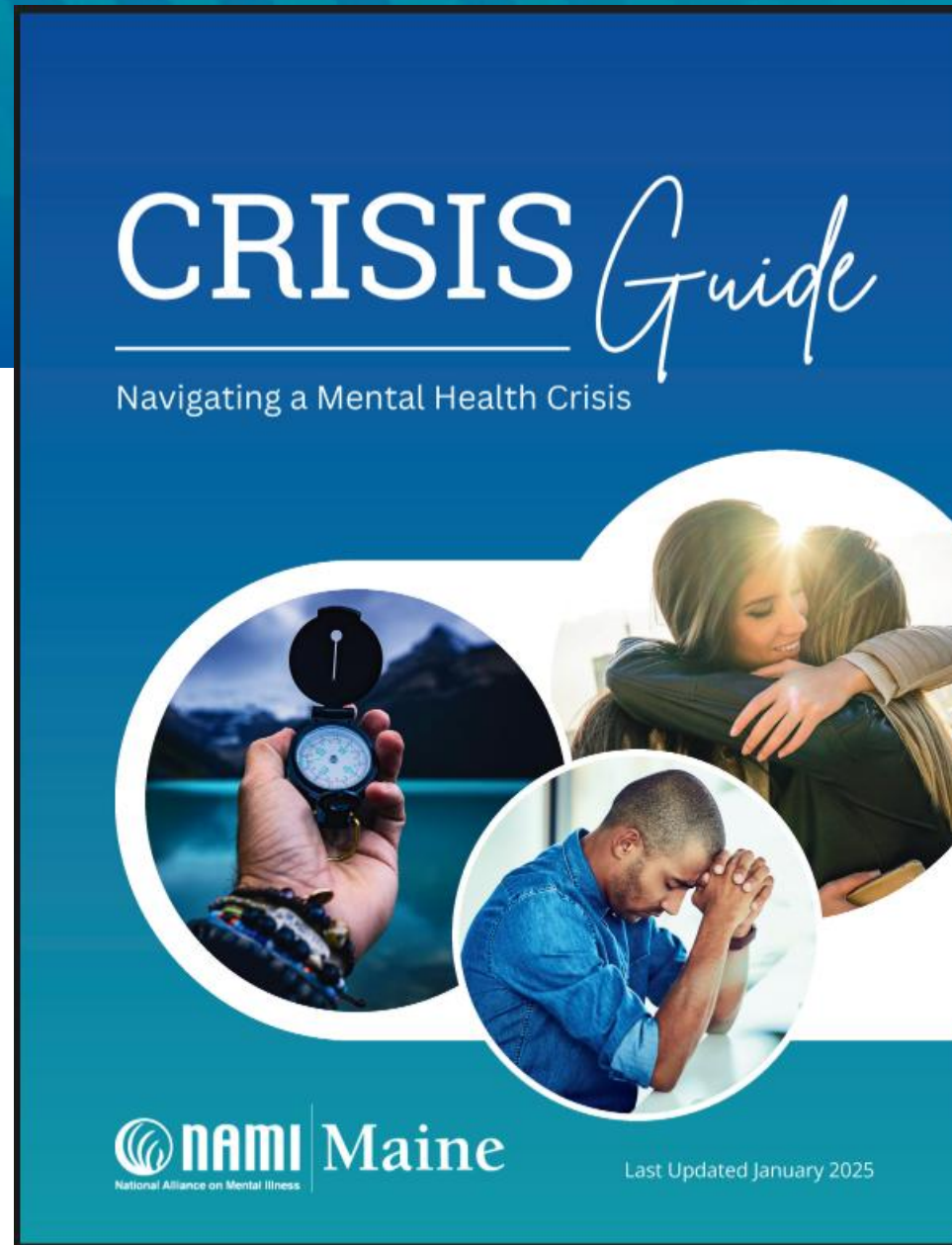


NAMI Maine

Affiliate Perspective

Our “Maine-specific” crisis guide supplement

- Benefits of a supplement
- Considerations for the Maine community




NAMICON
Meeting You Where You Are
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Considerations for creating a local crisis supplement

- Things to think about as an NSONA



**When a
mental health
crisis happens,**
there isn't time to
search for answers.

NAMI Maine

Affiliate Perspective



Leveraging the national guide

- Enhancing NAMI Maine crisis supplement
- Integrating new material



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A few parting words...





THANK YOU!

