



## Objectives

- Structure of MCN
- Services Provided
- How and When to access MCN
- Challenges/ Myths/ Questions

1-888-568-1112



## Maine Crisis Network

A 20+ Year Statewide Collaborative Of Crisis Service Providers United To Assure A Consistent Experience For All Individuals In Need Of Crisis Intervention And Stabilization Services.

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## Maine Crisis Network

- Provided in each of Maine's 8 districts
- Services are essentially the same in each district

### Services:

- Mobile Triage
- Crisis Stabilization Units
- Outreach and follow up services



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## Mobile Triage

- Certification: MHRT- CSP (Crisis Services Provider)
- 24/7 Phone Support
- F/F assessments
- Possible dispositions:
  - Remain in the Community - referrals & follow up offered
  - Crisis and Stabilization Unit admission
  - Psychiatric Hospital admission
    - typically voluntary,
    - involuntary only if at imminent risk
- Encourage community interventions
- ED interventions considered last option



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## Crisis Stabilization Units

- Certification: MHRT 1
- Full assessment and treatment and discharge plans are developed
- Provides crisis stabilization, psycho education, development of coping skills, daily groups, medications administration, nursing , clinical and psychiatric consultation, daily support, follow up, aftercare and referral to providers
- Average 4-7 day stays
- Can be used as diversion or step down from IP
- Some provide soft detox



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## Outreach/ Follow up services

- Provided when person remains in the community
- Provide:
  - Continued assessment, stabilization and support
  - Brief case management like services to help access and navigate community resources
  - Brief solution focus counseling during crisis period



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## Other Services Provided By Some Centers

- Debriefings after traumatic events
- Mental Health Services in time of state emergencies or natural disasters
- Community education on various behavioral health topics
- Participation in police Crisis Intervention Team training



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## What Is A Crisis?

Concern about YOURSELF or SOMEONE ELSE

- Talk about wanting to die or kill oneself
- Hopeless – no reason to live
- Trapped – in unbearable pain
- Talk about being a burden to others
- Increased usage of alcohol or drugs
- Anxious, agitated, reckless
- Withdrawing – isolation
- Anger, rage, extreme mood swings



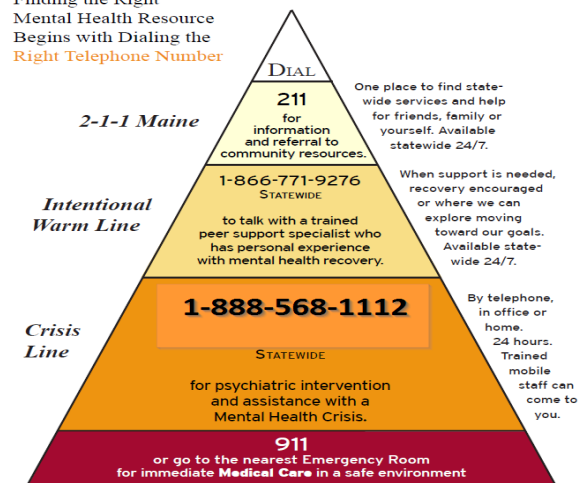
## Signs requiring *special* attention

- Suicidal acts, writing, statements
- Threats to harm others
- Hearing voices no one else can hear
- Seeing visions no one else can see
- Dramatic change in sleep or self-care
- Unfounded fears others are plotting harm
  - Belief that s/he has special powers
  - Garbled speech or writing
- Seek Help/Support/Guidance



## Who to call and when

Finding the Right  
Mental Health Resource  
Begins with Dialing the  
Right Telephone Number



## Primary principles

- Anyone in crisis can access the crisis system statewide by dialing toll-free: 1-888-568-1112 all centers have direct lines also
- Safety first
- Respectfully delivered
- Goals/decisions are driven by the needs of the individual in crisis
- Exploring feelings, thoughts, emotions, options
- Suicide/risk exploration
- Explore next steps, options and possible resources
- Building safe options and providing follow up contact and support as indicated



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## How does it work?

- Someone is concerned for themselves or someone else
- That person calls the toll free line
- 1-888-568-1112
- The call is answered by a trained Crisis Services Professional (CSP)
- The CSP and you and/or the person in crisis determine the need and a plan to address the need



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## What to expect when making the initial call

- The CSP will ask how they can help
- They will listen to the concern
- They may ask the following questions
  - Your name
  - Your location
  - Name of person in crisis, age, DOB and address
  - Presenting concern
  - What you are hoping the outcome will be
  - What symptoms are you seeing



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## What to expect when making the initial call con't.

- The CSP will make a plan with you such as:
  - Speak to the person in crisis, determine what is going on, explore strategies for stabilizing current needs
  - Provide in the moment support and possible resources
  - Explore the need for face to face contact when phone contact is not enough help or there is a need for higher level care
  - Connect you to the mobile team for a face to face intervention
  - Have the mobile team call you – pertinent when the mobile team is not immediately available



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## What to expect during and after a mobile Intervention

- The mobile team may call you for further information or clarification
- The mobile worker will request a releases of information from the person in crisis to assure their ability to communicate with necessary others post intervention
- The mobile team will communicate the disposition of the crisis intervention with you those allowed by confidentiality standards
- The mobile team will provide the person in crisis and important others with written info explaining the findings of the assessment and any follow up plan



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How do you make this work for you?



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Thoughts? Comments? Questions?



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THANKS!