

CRISISCON 18

The National Crisis Center Conference

October 17-19, 2018

St. Louis, Missouri



Schedule: Wednesday, October 17, 2018

Conference Registration 1:00 to 5:00

Check-in to the conference and pick up your registration materials.

Welcome Reception 5:00 to 6:00

Join us for a special welcome reception on the hotel's Starlight Roof. Cash bar.

Opening Banquet 6:00 to 9:00

Opening Address

Jennifer Battle, NASCOD Board President

Michael Reading, CONTACT USA Board Chair

Schedule: Thursday, October 18, 2018

	Systems Track	Center Track
9:00-10:15	<p>Addressing Imminent Risk via Collaborative 911 Relationships and the NENA Suicide Prevention Standard; Caitlin Peterson, MS and Shye Louis M.Ed (Vibrant Emotional Health)</p> <p>This presentation will discuss best practices and standards around crisis organization/911 center collaborations in the service of those at imminent risk. The presentation will provide information on how knowledge of the NENA Suicide Prevention Standard Operating Procedure can improve crisis center/PSAP operations and the importance of building collaborative relationships that serve the needs of the community, those of the crisis center, and those of 911/PSAP centers. Attendees will have the opportunity to learn about the technical aspects of these relationships, practice implementation, and examples of current crisis center/PSAP collaborations.</p>	<p>Empathy and Evidence-Based: Evolving your Crisis Worker Training; Laura Mayer (PRS, Inc) and Liz Barnes (Department of Defense, Defense Suicide Prevention)</p> <p>As the environment changes, the needs of crisis centers and trained crisis workers evolve rapidly. Developing training is costly, confusing and a time burden. Training and quality are two of the most important and often underfunded areas of crisis center work. This workshop is designed to provide a structure to audit, assess and track how the training program is high-quality, accessible and evolving with the needs a crisis center has in a planned way.</p>
10:15-10:30	Break	
10:30-11:45	<p>Strategic Partnerships: How to bring macro-level thought to micro-level application; Justin Chase, LMSW, CPHQ, FNCCM (Crisis Response Network)</p> <p>In today's fast-paced integrated health and social services world it is critical for crisis contact centers to build meaningful relationships with stakeholders across a broad chasm of specializations and demands. This workshop puts the crisis contact center at the middle of a vast network of services and resources as the connection point between disparate systems. Attendees will walk away with a clear vision of what is possible within our sector to achieve self-sustainability and relevance in our changing healthcare landscape through the use of alternative payment methods, advocacy, education, technology and workforce development.</p>	
11:45-1:00	Lunch	

	Systems Track	Center Track
1:00-2:15	<p>Elevating Contact Center Operations with... Data!; Andrew Erwin and Sarah Schol (Crisis Response Network)</p> <p>In modern healthcare, organizations have easy access to raw data via electronic health records, telephony and other systems utilized to track and analyze data. The persistent challenge is turning raw data into reports that have meaningful impact to the organization. This workshop focuses on using technology to elevate reporting to impact all departments of healthcare organizations. We will discuss several methods of developing reports to identify and control errors, display information in approachable forms and streamline creation and distribution of reports internally and externally.</p>	<p>Ring the Bell: The Power of Effective Interviewing in Crisis Centers; Sarah Bowman, LMSW and Remi Romanowski, MSW (TBD Solutions)</p> <p>Managers build great teams through two methods: developing their current employees and hiring capable and qualified candidates. But what if you've been doing interviewing all wrong? Too often, good hiring practices are not developed or become compromised when the realities of crisis center operations cause managers to make hasty decisions to address immediate needs. Learn how to increase hiring efficiency and find the right talent for your organization.</p>
2:15-2:30	Break	
2:30-3:45	<p>Mobile Crisis Response Team with Same Day Access to MAT; Mark Boschelli (Presbyterian Medical Services)</p> <p>This workshop will describe how a Southwestern frontier city designed a mobile crisis response team linked to a crisis hotline located within a federally qualified healthcare center focused on same day access to primary care and behavioral health services under the same roof in order to combat an opioid crisis. The Mobile Crisis Response Team design incorporates a rotating system of voluntary participation by licensed clinicians and case managers of the center which has decreased burnout and increased enthusiasm in working with community residents in need thus assuring immediate access to care and follow-up.</p>	<p>The Lethality of Loneliness; Meryl Cassidy, SW (Response Crisis Center)</p> <p><i>This workshop will explore the social science and neuro-science of chronic loneliness and how it impacts crisis center work, including the ways it links to suicide risk. We will also look at the vital role crisis centers play in connecting with those most isolated among us.</i></p>
3:45-4:00	Break	

<p>4:00-5:15</p>	<p>Activating Hope: Identifying and Implementing Best Practices for Positive Engagement of Lived Experience at Crisis Centers; DeQuincy Lezine, Ph.D. (Prevention Communities) and Eduardo Vega, MA (Red Lever Innovations)</p> <p>Activating Hope, a pilot project of the National Suicide Prevention Lifeline, is a structured approach to amplifying the value and overcoming the challenges of integrating lived experience of suicide in programs such as Crisis Centers.</p> <p>Although many sources have called for increased inclusion, and many centers have welcomed the chance to enhance engagement with individuals who have a personal suicidal experience, there is a major challenge. There is little, if any, guidance about enhancing organizational readiness to use lived experience as an asset in a variety of roles in crisis services.</p> <p>Workshop participants will be introduced to the background behind this work, core concepts and milestones for organizational readiness for positive engagement, and specific examples of policies and programs that are becoming best practices in this area.</p>
<p>5:30</p>	<p>Meet in Lobby for Transportation to Behavioral Health Response (BHR)</p>
<p>6:00-7:00</p>	<p>2019 Crisis Center Tour – Behavioral Health Response (BHR)</p> <p>Light refreshments will be provided.</p>
<p>7:15</p>	<p>Transportation Returns Guests to Hotel</p>

Schedule: Friday, October 19, 2018

	Systems Track	Center Track
8:30-9:45	<p>Taking the Mask Off: Creating Genuine Connection in the iGeneration; Jared Fenton (The Reflect Organization)</p> <p>This interactive session will include a presentation and discussion about new research and innovative practices regarding college students' mental health and crisis intervention. The session will focus on the current college student mental health crisis, what initiatives are currently in place to address it, whether and how they work, and what more must be done to solve this crisis of mental health on college campuses.</p>	<p>The Path to Hope: A Digital Support Model for Suicide Caregivers; Daniela Zanich LCSW and Johanna Louie, MS , (Suicide is Different)</p> <p>A suicide caregiver is defined as someone caring for an individual who is thinking about suicide or exhibiting suicidal behaviors. This presentation explores how crisis centers are uniquely positioned to provide care for suicide caregivers, introduces a support program developed by Suicide Is Different and provides tools for implementation.</p>
9:45-10:00	Break	
10:00-11:15	<p>A data driven strategy for identifying the common use-patterns and needs of individuals who reach out frequently to New York City's NYC Well program.; Sean Murphy, Ph.D. and Anitha Iyer Ph.D. (Vibrant Emotional Health)</p> <p>The frequent use of crisis helplines by the same individuals is a challenge for crisis centers that need to balance the availability of counselors to handle new contacts with the needs of individuals who contact the service frequently. Frequent callers tend to be relatively few in number but can account for a substantial proportion of contacts.</p> <p>This workshop presents analyses, analytic methods, and a data driven strategy for identifying the common use-patterns and needs of individuals who reach out frequently to New York City's NYC Well program. We also present the development of best practices and standards for working with individuals who contact crisis centers frequently, as practiced by NYC Well. Ongoing challenges to working effectively with this population will be discussed.</p>	
11:30-12:00	CONTACT USA Annual Meeting	
12:00-12:30	NASCOD Annual Meeting	

12:30-1:30	Lunch	
	Systems Track	Center Track
1:30-2:45	<p>Building a Collaborative Standard for Development and Fundraising; Allan Bunch (Headquarters, Inc.)</p> <p>Many crisis centers don't have full-time development staff. Others have a development staff that might be disconnected from the program staff. Some crisis centers might have a board who aren't engaged. The goal of this workshop will be to help attendees learn how everyone can and should participate in a culture of philanthropy. Everyone from the ED to a volunteer can participate and feel great about their involvement.</p>	<p>Drivers and Change Ideas to Improve Call Handle Rates -- Success from CrisisLink; Liz Barnes and Laura Mayer (PRS CrisisLink)</p> <p>Crisis centers are often funded from a conglomeration of private and public funds and grants unique to each community. Meeting high performance metrics can be challenging for many crisis centers due to staffing, training, funding, and overall resource challenges.</p> <p>Through using process improvement techniques, CrisisLink was able to identify issues beyond finances and resources, and adapted staffing models, reallocated existing resources, and made additional programmatic changes to improve short-term and longer-term goals, as well as sustainable operations to increase the call handle rate.</p>
2:45-3:00	Break	
3:00-4:15	<p>From Risk to Safety - A Refocus of Safety Assessment Standards for Crisis Centers; Shye Louis M.Ed (National Suicide Prevention Lifeline) and Ron White, LICSW (Samaritans)</p> <p>The Lifeline has utilized current research and consensus feedback to revisit and refocus it's decade old Risk Assessment Standard to develop a new "Safety Assessment" Model that underscores context and the specific needs of crisis line staff – a model that focuses on the call flow – and reinforces the importance of good contact, collaborative problem solving, immediate safety, listening to the narrative, developing a safety plan and follow-up.</p> <p>This presentation will focus on the process of developing a Safety Assessment Model that is able to: 1) Reinforce Safety and Prevention over Prediction, 2) Reinforce HOW to conduct a risk assessment and engage callers, 3) Provide a model that is reflective of crisis call center practice and the unique needs present in a crisis center assessment of safety. Presenters will highlight the various stages in the model and provide details about the new online training tools being created by the Lifeline to support crisis center staff in HOW to assess for safety of callers.</p>	

4:15-4:30	Break
4:30-5:45	<p>Why advocacy and how the heck do you do it?; Sara Sedlacek (The Crisis Center of Johnson County)</p> <p>In today's political climate, we can never take for granted that those drafting and enacting public policy understand the need for crisis intervention and mental health services locally, statewide, and nationally. In fact, crisis intervention services are often the most underrated, misunderstood, and forgotten of the social services. As experts in the field of crisis intervention, it is incumbent upon us to ensure that the services we provide and the clients who benefit from our services remain at the forefront of the discussion on mental health care, whether that's with our local elected officials, state legislators, or our Congressmen and women in Washington, D.C.</p>
6:30-9:00	Closing Banquet, Silent Auction, and Entertainment