

RECOVERY & EMPOWERMENT STATEWIDE CALL

Please plan to join on January 26, 2023, for our first Recovery & Empowerment Statewide Call for 2023! Our new theme is "Expanding Horizons." During the 2023 educational series, we will be exploring a wide variety of recovery pathways, considering some new and innovative things happening around us, and revisiting a few wellness tools that some of us may have been using for years.

Each call provides listeners the opportunity to hear directly from, and be inspired by, individuals in recovery. This month's focus is "Recovery in Today's Crisis Services."

Please note that you don't have to be at an agency or in a group to participate. Individuals are welcome to dial in from a personal phone, or, as a new feature this year, you can log in from a home computer or through the WebEx app on a smartphone. Registration is not required. Instructions on how to join are below under the heading "How to Join."

ABOUT THIS MONTH'S CALL

DATE: January 26, 2023
TIME: 10:00 a.m. - 11:00 a.m.
TOPIC: Expanding Horizons: Recovery in Today's Crisis Services

OBJECTIVES:

- Identify the new way of defining crisis
- Recognize the three parts of the new crisis system
 - "Someone to talk to"
 - "Someone to respond"
 - "Somewhere to go"
- Analyze common myths of the new crisis system

MEETING TITLE: Recovery & Empowerment Statewide Call

PANELISTS: Tanya Cooley & Nanette Larson

COMMUNITY SPEAKER: Jim Thompson

HANDOUTS:

The following materials for the 1/26/23 call are attached:

- Evaluation Form
- Sign-In Sheet
- CEU Instructions
- 2023 Statewide Call Flyer
- 01.26.23 Statewide Call Slides
- Handout: IDHS 988 Myth Busters

HOW TO JOIN:

PHONE	COMPUTER	WEBEX PHONE APP
Dial 1-312-535-8110. Enter Access Code: 2460 256 0278, then #. Enter Password: 7828 3943, then #.	Click on this link to open the WebEx site for the call. If prompted, enter your name & email address. Click "Join Meeting." Meeting #: 2460 256 0278 Password: statewide	On your smartphone, tap this link to open the WebEx site. If prompted, download the WebEx Meetings app. Enter your name & email address. Click 'Allow,' then 'Join.' Meeting #: 2460 256 0278 Password: statewide

You can call or log in up to 15 minutes early, but the audio may not begin until 10:00 a.m. All callers and participants will automatically be muted upon entry.

TO ASK A QUESTION:

1. If you are calling in from your phone for audio only, you can press star (*), then "3" to raise your hand. The host will call on you by the last 4 digits of your phone number and notify you when you are unmuted.
2. If you are logging in from a computer or the WebEx app on a smartphone, please use the Raise Hand feature and wait to be unmuted.

ABOUT RECOVERY & EMPOWERMENT CALLS:

These calls have been held monthly since 2007, and were formerly known as "consumer education and support statewide call-ins." For all persons living with

mental health or substance use challenges, this call is for you! The call is uniquely and specifically designed to provide education and support for individuals participating in publicly funded mental health and/or substance use treatment and recovery services in Illinois.

ABOUT STAFF PARTICIPATION:

Staff are welcome to listen in as well. However, the primary purpose of the call is to ensure that individuals participating in services have an opportunity to receive information, ask questions, and provide input.

IDHS/DMH Recovery & Empowerment Statewide Calls

2023 - Expanding Horizons



Please mark your calendars now for the
2023 Recovery & Empowerment Statewide Calls!

Calls are held on the 4th Thursday of every other month
(Jan, March, May, July, and September) 10:00 a.m. - 11:00 a.m.

Call-In Number for audio only: 1-312-535-8110

Access Code/Meeting Number: see below Phone Password: 78283943 #

DATE	TOPIC	ACCESS CODE
Jan 26 th	Recovery in Today's Crisis Services	2460 256 0278
Mar 23 rd	Tools for Wellness and Recovery	2456 549 1311
May 25 th	Cultural Differences in Mental Health, Wellness, & Recovery	2453 692 8428
Jul 27 th	Evolving Substance Use and Mental Health Recovery	2467 949 6899
Sep 28 th	The Role of Social Media in Wellness and Recovery	2451 262 1269

NEW for 2023: You now also have the option to log in & watch with WebEx! An invitation with login instructions will be sent out via Communications Alert email about two months before each call. Registration is optional.

Program Name: Recovery & Empowerment Statewide Call
 Title: Expanding Horizons: Recovery in Today's Crisis Services
 Location: Teleconference
 Instructors: Tanya Cooley, Nanette Larson

Program Number: 16341
 Date: January 26, 2023
 Time: 10:00 am – 11:00 am
 CEUs Available: 1.0 hour

Name (Please Print) If we cannot read your name, your certificate will be wrong or not sent. <u>Please print legibly!</u>	I have my CRSS (yes/no)	I'm working toward my CRSS (yes/no)	I have another credential or license (please list)

RETURN COMPLETED CERTIFICATES TO (Print Name): _____ Phone: () _____
 RETURN COMPLETED CERTIFICATES TO: (Address): _____

 RETURN COMPLETED CERTIFICATES TO: (Email): _____

AFTER THE CALL, please submit the form:

Fax: Christal Hamm at (309) 346-2542 OR email at DHS.DMHRRecoveryServices@illinois.gov OR
 mail to DHS/DMH 200 S. Second Street, Pekin, IL 61554

(Sign-In Sheets received before the Call will not be accepted. If a person's name is not on the sign-in sheet, the name cannot be read and a phone number is not offered on this form, a certificate will not be issued. If the sign-in sheet is not received within 7 business days after the call, the sign-in sheet cannot be accepted.)

CEU Instructions for Recovery & Empowerment

Statewide Calls

1. Allow anyone who attends to sign in and receive a Certificate if they so choose.
2. Print your name. If a name is not legible, no certificate will be issued.
3. Include the name and address where to send the certificate(s); be sure it is legible.
4. Your name must be on the sign-in sheet. If a person's name is not on the sign-in sheet, the person cannot be issued a certificate.
5. Send your sign-in sheet by email, FAX or postal mail after the call. Information for where to send the sign-in sheet is included on the form.
6. Sign-in sheets must be received within 7 business days after the call. If the sign-in sheet is not received within 7 business days after the call, the sign-in sheet cannot be accepted.
7. Expect to receive your CEU Certificate within 30 days.



2023 Recovery & Empowerment Statewide Call Evaluation

Title: Expanding Horizons - Recovery in Today's Crisis Services

Date: January 26, 2023

Thank you for participating in the Recovery & Empowerment Statewide Call. We would appreciate you completing the following brief evaluation to let us know about your experience as a participant.

Please rate the following by checking the appropriate box indicating that you "very much" agree, you "somewhat" agree, you're "undecided", you don't really agree ("not really") or you don't agree at all ("not at all").

	Very Much	Somewhat	Undecided	Not Really	Not At All
1. The educational content was relevant to my situation.	5	4	3	2	1
2. The presentation was respectful of the diverse experiences of participants.	5	4	3	2	1
3. The education and support provided will help me cope better with challenges.	5	4	3	2	1
4. The education and support provided will help me find my own ideas for staying well or improving my life.	5	4	3	2	1
5. The education and support provided will help me to be involved in or take charge of my own mental health and wellness.	5	4	3	2	1
6. Overall, I was satisfied with the call.	5	4	3	2	1
7. I would recommend these statewide calls to others.	5	4	3	2	1

COMMENTS:

For Comments or Questions: email DHS.DMHRRecoveryServices@illinois.gov
 Submit Evaluation to: Fax: Christal Hamm at (309) 346-2542 OR email at DHS.DMHRRecoveryServices@illinois.gov OR mail to 200 S. 2nd Street, Suite 20, Pekin, IL 61554

Myth Busters



Anyone across the U.S. experiencing a mental health or addiction crisis can now access 24/7, free and confidential help and support by contacting the nationwide easy-to-remember, three-digit number, **988 Suicide and Crisis Lifeline**. The 988 system helps to prevent people experiencing a mental health or substance use crisis from becoming involved with the juvenile/criminal justice systems or sent to hospitals.

If you call 988, will a police officer immediately be dispatched to your location?

Fact: 988 is NOT 911. A goal of 988 is to reduce the necessity for police involvement, and a police officer will not immediately be dispatched to your location. When you call 988, a trained call taker will answer your call, ask you to describe your crisis, and will assist you over the phone. Research has shown that 80% of calls to the Lifeline can be managed and resolved over the phone; however, in the rare circumstance where there is imminent risk of harm to self or others, or when the caller/texter's situation cannot be resolved and needs more support in-person, the call taker may need to coordinate with a mobile crisis response team to go to the individual's location. These teams are made up trained mental health professionals. Law enforcement may be asked to respond only as a last resort, to ensure safety for all.

Are 988 call specialists qualified to respond to crisis situations?

Fact: All 988 call specialists receive thorough suicide prevention and crisis intervention training based on practices or guidelines that have been shown to have good outcomes. Illinois' 988 call specialists are trained to listen and support callers who are in distress with a focus on de-escalation and coping skills. Callers can expect to receive compassionate and accessible care aimed at meeting the individual needs of each caller including linking them to additional care and community resources as necessary.

Did 988 replace the National Suicide and Crisis Lifeline?

Fact: Yes, 988 was built upon the existing National Suicide and Crisis Lifeline although the original crisis number remains in existence (1-800-273-TALK). Your local provider may also have warm lines to assist individuals in need. You may reach out to those providers in your community for more information.

Does 988 only help people who are actively suicidal?

Fact: 988 provides 24/7, free, and confidential support to all Illinoisans experiencing any type of mental health or substance use related distress — whether that is thoughts of suicide, mental health or addiction concerns, or any other kind of emotional distress. Individuals concerned about the mental well-being of someone they care about may also call 988 for support.



Expanding Horizons

2023 Recovery & Empowerment
Statewide Call Series

Using WebEx Features

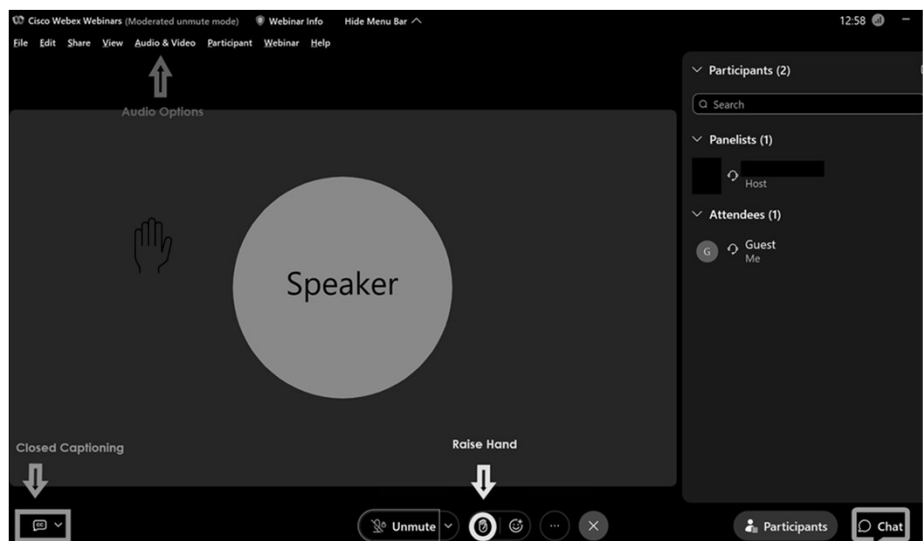
Closed Captioning: CC button, bottom left corner of WebEx window

Raise Hand:

Press *3,
or click the
hand button at
the bottom
of the WebEx
window.

Chat Box:

At the bottom
right corner of
the Webex
window.



welcome

Thank you for joining today's call!

Submit CEU Sign-In Sheets within 7 business days to Christal Hamm

Fax: 309-346-2542

Email: DHS.DMHRRecoveryServices@illinois.gov

Next Call

- 3/23/23 – Tools for Wellness & Recovery
- Email Your Feedback:
christina.ancira@Illinois.gov

Guidelines for Today's Call

- All Speakers Will Use Person-First Language
- All Acronyms Will Be Spelled Out and Defined
- Diverse Experiences Will Be Heard and Validated



Meet the Presenters



- **Illinois Department of Human Services, Division of Mental Health**
 - Nanette Larson, Deputy Director, Wellness & Recovery Services
 - Tanya Cooley, Recovery Support Specialist
- **Community Speaker**

Learning Objectives

After this session, participants should be able to:

- Recognize the three parts of the new crisis system
 - “Someone to talk to”
 - “Someone to respond”
 - “Somewhere to go”
- Identify the new way of defining crisis
- Explain common myths of the new crisis system







Crisis

A TIME OF INTENSE DIFFICULTY, TROUBLE, OR DANGER

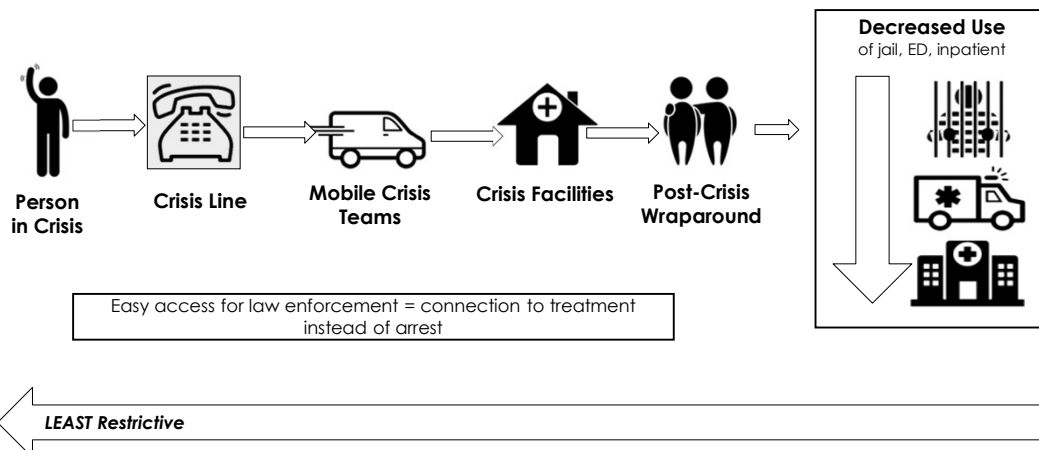
Crises – One Size Does Not Fit All



- **Emotional Crises** - can be triggered by the sudden loss of a loved one, hearing alarming news or being triggered by a traumatic event or memory.
- **Situational Crises**- include accidents, natural disasters, crime victims, communication
- **Health Crises**- related to conditions like psychosis, sleep disturbances, delusions, depression, anxiety/panic, suicidal thoughts or attempts, substance use
- **Spiritual Crises**– Inner conflicts are related to such things as life purpose, direction, and spirituality

The Crisis System

The crisis system: crisis lines are an essential component of an effective and comprehensive mental health crisis response system



Someone to talk to	• 24/7 call centers adequately staffed by specially trained individuals to respond to a range of crises.
Someone to respond	• Mobile crisis teams that can be dispatched to the scene and are equipped to effectively assist people in crisis.
Somewhere to go	• Crisis stabilization services to provide observation as well as connection to follow-up care.



988 Purpose & Intent

- More people in crisis will be helped.
- Those in crisis will be more likely to receive help from those most qualified to provide support.



Someone to Respond:
MOBILE CRISIS RESPONSE TEAMS

MCRT Purpose & Intent

- Meet individual in an environment where they are
- Avoid use of law enforcement involvement
- Reduce psychiatric hospitalizations
- Reduce emergency department utilization

MCRT in Illinois

- Respond where the person is
- Team of 2: Crisis Counselor and Engagement Specialist
- Connect individuals to facility-based care as needed





Somewhere to Go:
CRISIS STABILIZATION PROGRAMS

Crisis Stabilization Programs Purpose & Intent

- Time-limited, crisis-based service
- Provides ongoing stabilization supports
- Helps stabilize individual in a home-like, non-hospital environment
- Help an individual de-escalate themselves

The Living Room Program

Safe, Inviting, Home-like Atmosphere

- Warm, welcoming, and relaxing environment
- Healing spaces in which a guest feels safe
- Absence of excessive stimuli (e.g., television, radio or excessive number of people)
- Snacks/drinks provided
- Common space as well as private space

Examples:

- Recliners or comfortable furniture
- Soft colors
- Carpeted floors
- Art on the walls (soothing pictures/ inspirational messages)
- Soft lighting

Myth Busters

Myth: If you call 988, will a police officer immediately be dispatched to your location?

- A goal of 988 is to reduce the necessity for police involvement, and a police officer will not immediately be dispatched to your location.

Myth: Does 988 only help people who are actively suicidal?

- No. 988 provides 24/7, free, and confidential support to anyone experiencing any type of mental health or substance use related distress.

For More Information

- [988-fact-sheet.pdf \(fcc.gov\)](#)
- <https://www.nami.org/Advocacy/Crisis-Intervention/988-Reimagining-Crisis-Response>
- <https://nationalhealthcouncil.org/blog/reimagining-e-crisis-ensuring-people-experiencing-a-mental-health-crisis-get-a-mental-health-response/>



For More Information

- <https://www.samhsa.gov/sites/default/files/national-guidelines-for-behavioral-health-crisis-care-02242020.pdf>
- Illinois 988 Myth Busters Fact Sheet
 - <https://www.dhs.state.il.us/page.aspx?item=146358>
- “The Promise of 988: Crisis Care for Everyone, Everywhere, Every Time”
 - <https://www.youtube.com/watch?v=M6BPxH09tqU>



WHERE WE CAN FIND SUPPORT

Call the Warm Line

866-359-7953

Monday – Saturday
8:00 a.m. – 8:00 p.m.

Crisis Text Line

Text 741-741 when in a crisis.
Anywhere, anytime.
Anonymously.

988 – call or text

24/7 crisis counselors
Chat at [988lifeline.org](https://www.988lifeline.org)



<p>Nanette Larson</p> <p>Deputy Director, Bureau of Wellness and Recovery Services, IDHS/DMH</p> <p>Nanette.Larson @illinois.gov</p>	<p>DMH - WELLNESS & RECOVERY SERVICES</p> <ul style="list-style-type: none">▪ Tom Troe, 309-264-0291 thomas.troe@illinois.gov• Tanya Cooley, 217-785-0043 tanya.e.cooley@illinois.gov• Christina Ancira, 618-614-8446 christina.ancira@illinois.gov
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Guidelines for Questions and Comments

- If you are a staff member, we ask that you email us any questions or comments you might have, so that we can focus our live discussion on hearing from those who are not staff
- Please use person-first language & define acronyms
- Diverse experiences will be heard and validated
- Please keep questions & comments relevant to today's topic

Guidelines continued

- Limit to one comment or question per person, then pass to the next person
- Reduce or eliminate any background noise so your question or comment can be heard
- Saying “thank you” indicates you are finished with your question

If You Would Like To Speak

Calling from your phone (audio only):

- Press Star (*) then "3" to raise your hand
- Host will call on you by the area code and first three digits of your phone number

Logged in via computer or WebEx app:

- Use 'Raise Hand' button 

CEU Instructions

- Statewide call evaluation forms
 - Email to: DHS.DMHRRecoveryServices@illinois.gov
 - Fax: (309) 346-2542
- Sign-in sheets must be received within 7 business days after the call to receive CEUs. Sign-in sheets will not be accepted before the call.
- Comments, questions, feedback, suggestions
 - Email to: DHS.DMHRRecoveryServices@illinois.gov



Host:
Christina Ancira

Email:
christina.ancira
@illinois.gov

THANK YOU

Recovery & Empowerment Statewide Calls - 2023