



University of  
New Hampshire  
Institute on Disability

## NH Rapid Response Crisis Training

Training and Certification for New  
Hampshire Crisis Responders

### Module 1

## Overview of NH Rapid Response

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## Learning Objectives

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- 1) Describe the three pillars of the crisis response system and the distinct value and intent of each pillar.
- 2) Describe the current structure of NH's service delivery system as it relates to each of the three pillars.
- 3) Differentiate between the various crisis response entry points (e.g. 211, 988, RRAP).



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## Overview of Certification Program Purpose

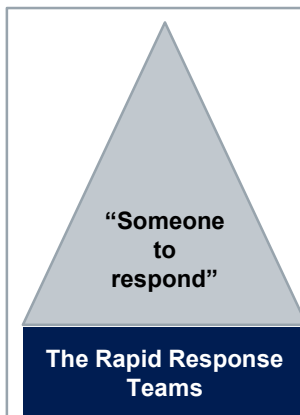


- To build a robust Rapid Response workforce in NH
- To ensure the NH Rapid Response System provides high-quality and consistent services
- To establish practice standards across Community Mental Health Centers (CMHC's) Crisis Responders
- To equip trainees with knowledge, skills, and tools to effectively respond to crises in their communities



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## New Hampshire Rapid Response The Three Pillars – The Crisis Now Model



The Crisis Certification Program is solely for individuals working in these two pillars of NHRR.



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## Overview of Certification Program Creation

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- The Department partnered with multiple stakeholders to envision a curriculum for New Hampshire Rapid response over a period of several months in 2023.
- In 2024, through a sole-source amendment with the University of New Hampshire’s Institute On Disability created a Crisis Certification Program for New Hampshire Rapid Response.
- The program is funded through HCBS ENHANCED FMAP-ARP Federal dollars totaling \$2,500,000.00 split between SFY 2024 and 2025. The funding expires in March of 2025.



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## Overview of Certification Program Program Highlights

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**NHRR Crisis Certification Program**

- 15 weeks of in-person synchronous and asynchronous course work
- 42.5 hours
- Ages 18+
- Current NHRR Team members can take but will not be required to


**Contract approved with UNH IOD through the NH Children’s Behavioral Health Resource Center**

- Training with the equivalent of a traditional
- 3 credit college class.
- Statewide – no prior training required.

**Training begins August 2024**



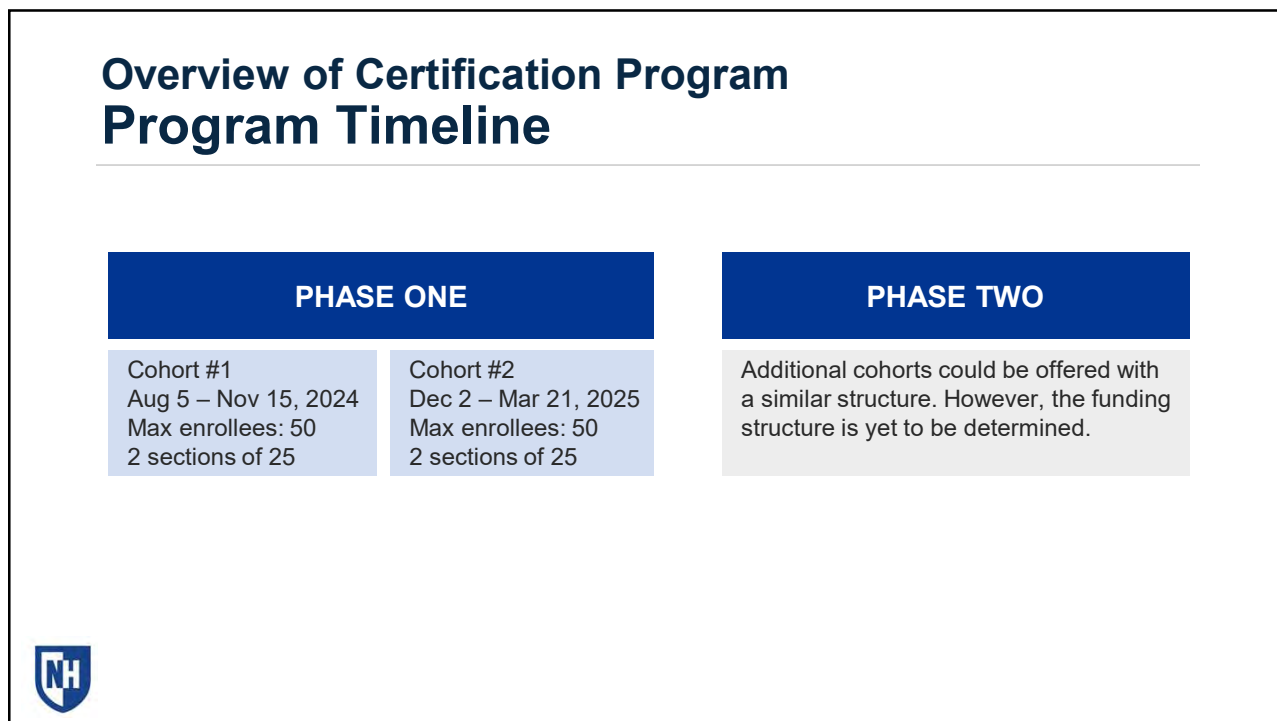
The diagram consists of four circles in a row, connected by a plus sign. From left to right: a light blue circle labeled 'Peer Specialists', a grey circle labeled 'Masters Level', a dark grey circle labeled 'Bachelors Level', and a dark blue circle labeled 'Crisis Responders'.



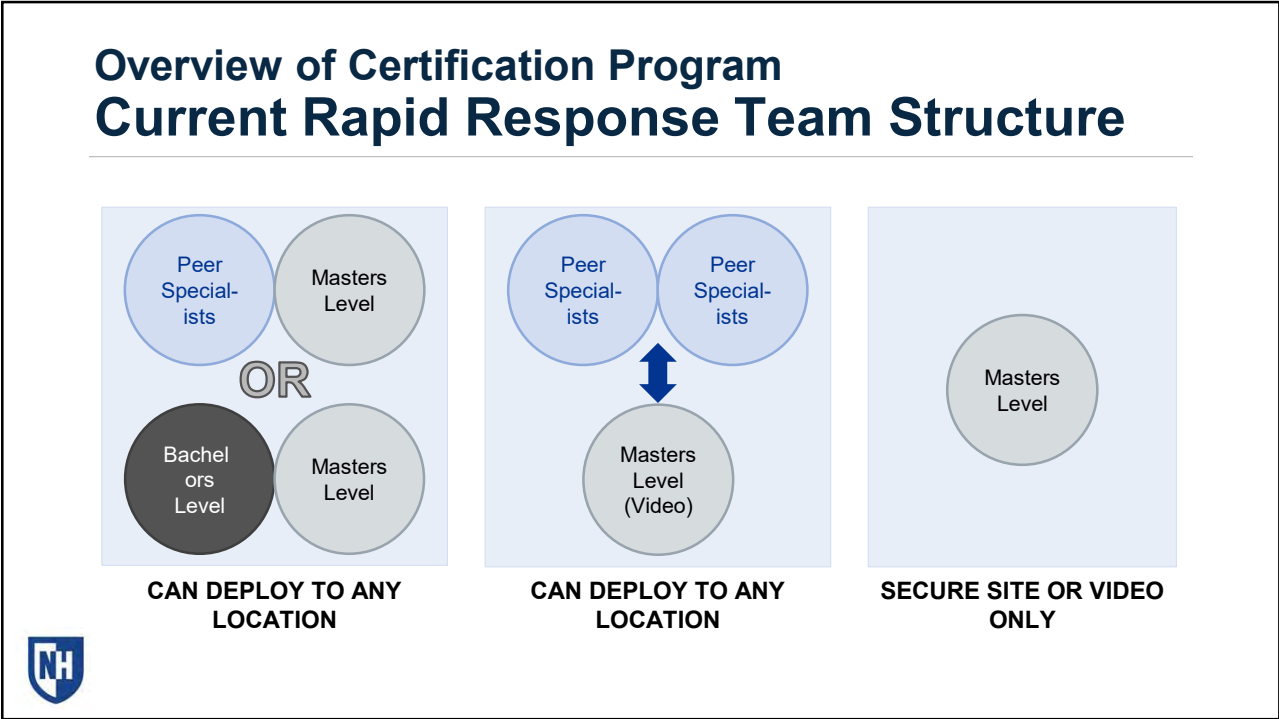
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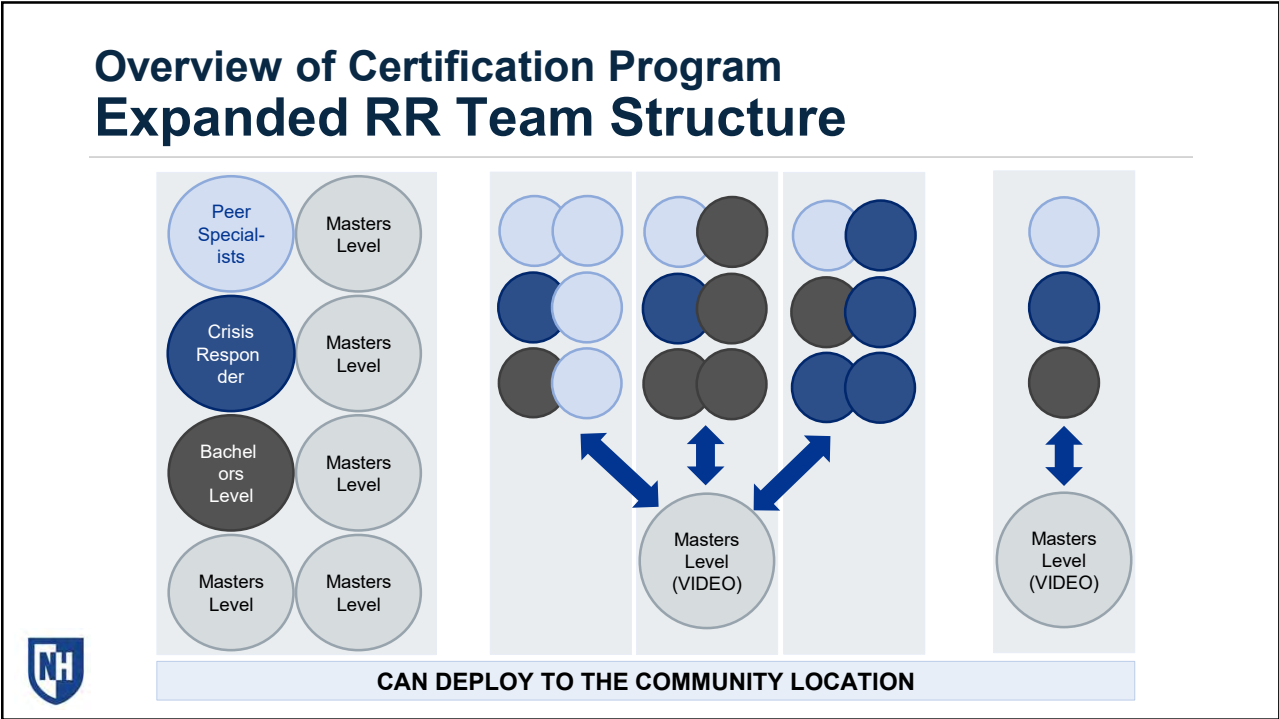
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## A Brief History of Rapid Response NHRR System Design

**New Hampshire set out to design a crisis system that is:**

- Available to children and adults
- Integrated mental health and substance use care
- Person-centered
- Recovery oriented including peer responders
- Trauma-informed
- Committed to Zero Suicide/Suicide Safer Care
- Dedicated to upholding safety of individuals served and responders



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## A Brief History of Rapid Response NH Background Drivers

- **DHHS 10-year mental health plan** calls for a centralized portal with a single source phone-based access point and calls for enhanced regional delivery of mental health services for children, youth, and adults.
- **RSA – 167:3-1 requires** “That all children in the state under 21 years of age have access to mobile crisis response and stabilization services, that such services are available with a response time of no more than one hour...”
- The **Governor’s Commission on Alcohol and Other Drugs** 2019-2021 Strategic Plan calls for a “one-stop shop” model to manage crisis calls and to create mobile crisis response teams.
- **NH Children’s System of Care (RSA 135:F and RSA 170:G)** requires statewide mobile crisis services for children and youth.
- **National best practices** of Crisis Now and the transition of the National Suicide Prevention Lifeline to 9-8-8.



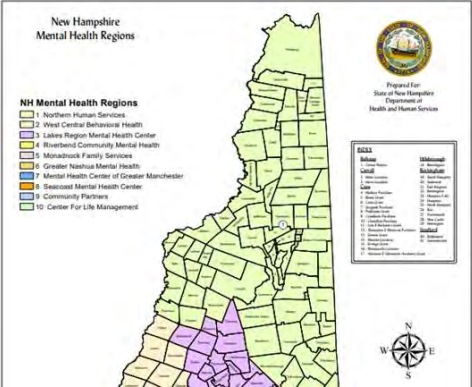
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## A Brief History of NH Rapid Response The Development of Mobile Crisis Teams in NH

**Mobile RR Teams are a key feature of NHRR**

- The first mobile teams started with Concord in 2015
- Manchester NH followed in 2017
- Nashua followed in 2020


The remaining CMHCs launched statewide teams in January of 2022



**New Hampshire Mental Health Regions**

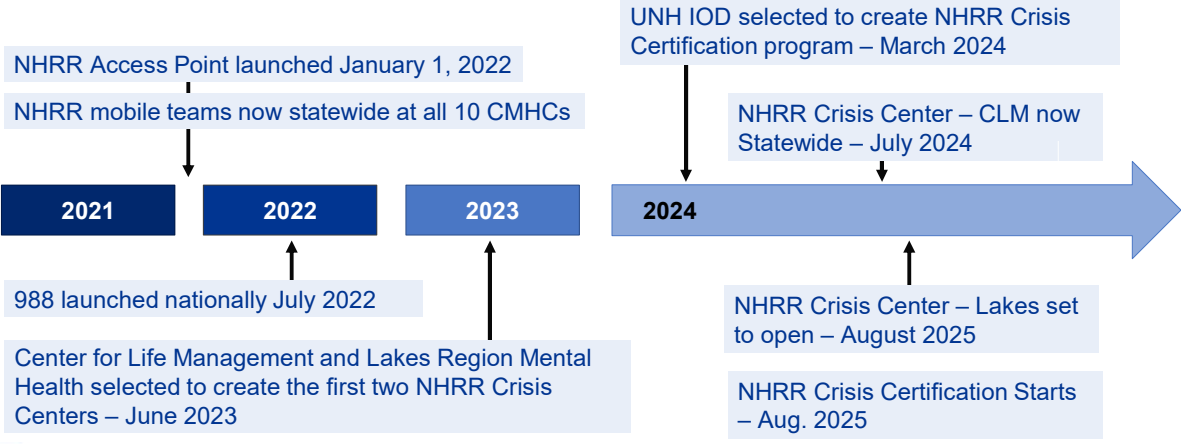
**NH Mental Health Regions**

- 1 Northern Human Services
- 2 West Central Behavioral Health
- 3 Lakes Region Mental Health Center
- 4 Riverbend Community Mental Health
- 5 Monadnock Family Services
- 6 Greater Nashua Mental Health
- 7 Mental Health Center of Greater Manchester
- 8 Seacoast Mental Health Center
- 9 Community Partners
- 10 Center For Life Management



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## A Brief History of Rapid Response NH Rapid Response Timeline



NHRR Access Point launched January 1, 2022

NHRR mobile teams now statewide at all 10 CMHCs

988 launched nationally July 2022


Center for Life Management and Lakes Region Mental Health selected to create the first two NHRR Crisis Centers – June 2023

UNH IOD selected to create NHRR Crisis Certification program – March 2024

NHRR Crisis Center – CLM now Statewide – July 2024

NHRR Crisis Center – Lakes set to open – August 2025

NHRR Crisis Certification Starts – Aug. 2025



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# NH Rapid Response Landscape 988 Call Centers



In 2020, Congress designated the new 988 dialing code to operate through the existing National Suicide Prevention Lifeline's (1-800-273-8255) network of over 200 locally operated and funded crisis centers across the country.

On July 16, 2022, the U.S. transitioned to using the 988-dialing code, and it is a once-in-a-lifetime opportunity to strengthen and expand the existing Lifeline.

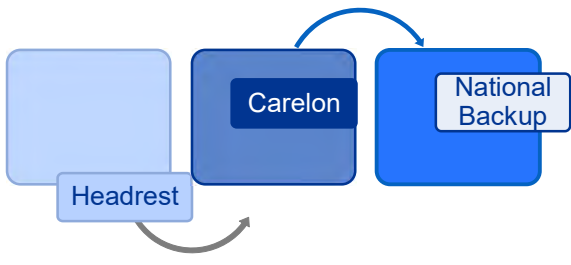
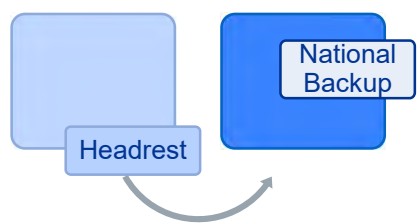


# NH Rapid Response Landscape 988 Call Routing

TEXT/CHAT

PHONE

OR





## NH Rapid Response Landscape 988 Call Routing

- Headrest is the original National Suicide Prevention Lifeline (NSPL) in the state of New Hampshire (est. 1971)
- Headrest is a contractor for the State of New Hampshire Substance Abuse Mental Health Service Administration grant funds to expand their services for 988
- Headrest is the primary NSPL center for voice/text/chat
- Headrest is using software provided by Vibrant for text/chat capability
- Headrest and Carelon have developed policies and procedures to ensure a consistent experience for the individual in crisis.
- Headrest uses the same dispatch criteria as the Access Point



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## NH Rapid Response Landscape 988 Call Centers (1 of 3)

TEXT	CHAT	PHONE
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Text (English only) will be available through 988. When someone texts to 988, they will be responded to by a group of Lifeline crisis centers that respond to chat and text. Once connected, a crisis clinician will listen to you, work to understand how your problem is affecting you, provide support, and share resources that may be helpful.

Chat (English only) is available through the Lifeline’s website <https://suicidepreventionlifeline.org/chat> People seeking chat services will be provided a pre-chat survey before connecting with a crisis clinician that identifies the main area of concern.

When calling 988, callers first hear a greeting message while their call is routed to the local Lifeline network crisis center (based on the caller’s area code). A trained crisis clinician will answer the phone, listen to the caller, understand how their problem is affecting them, provide support, and share resources if needed.



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## NH Rapid Response Landscape 988 Call Centers (2 of 3)

<p><b>THE ACCESS POINT</b> Operated by Carelon</p> <ul style="list-style-type: none"> <li>• Virtual crisis call center</li> <li>• Warm-line</li> <li>• National Suicide Prevention Lifeline</li> <li>• Clinicians and Peers</li> <li>• Dispatch to mobile teams</li> <li>• Provide Referrals</li> <li>• Conduct follow-up calls</li> </ul>	<p>Crisis Operators and Peer specialist at the Access Point serve New Hampshire's children, youth, and families 24 hours a day - 7 days a week - 52 weeks per year via phone/text/chat.</p> <p style="text-align: center;"><a href="http://www.nh988.com">www.nh988.com</a> (833) 710-6477</p> <p>The Access Point (AP) acts as the "air traffic controller" for the NHRR system. Only the AP can dispatch through OpenBeds to the RR Teams and Crisis Centers.</p> <p>AP Crisis Operators take incoming calls/texts/chats whereas the Peer Specialists at the AP make follow-up calls to individuals who contact them.</p>	
VIRTUAL	TRAINED SPECIFIC TO NH	AVAILABLE FOR ALL





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## NH Rapid Response Landscape 988 Call Centers (3 of 3)

<p>Approx. 75% of the contacts at the Access Point are de-escalated by crisis operators and do not require any further intervention</p>	<p>Referrals are made to</p> <ul style="list-style-type: none"> <li>• Peer Support Agencies</li> <li>• 211</li> <li>• The Doorways Programs</li> <li>• Private Practices</li> <li>• PCPs</li> <li>• And more...</li> </ul>	<p>If needed based on request, acuity, and availability, a Rapid Response team could be dispatched to the crisis, or the individual could be referred to a Crisis Center.</p>	<p>Same day/Next day crisis appointments are also available at the CMHCs as well if clinically appropriate and/or preferred by the individual in crisis.</p>	<p>The NHRR Crisis Center in Derry, NH operated by Center for Life Management started taking referrals from the Access Point July 22, 2024.</p>
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## NH Rapid Response Landscape Dispatch Criteria

	<p><b>LEVEL ONE:</b> Routine Moderate Risk</p>
	<p><b>LEVEL TWO:</b> Urgent Serious Risk</p>
	<p><b>LEVEL THREE:</b> Non-Life-threatening emergencies</p>
<div style="border: 1px dashed blue; padding: 5px;">  </div>	<p><b>LEVEL FOUR:</b> Life-threatening Emergencies</p>


**NOTE:** These calls are directed to 911 – if site is then secured LE/EMS can then involve Rapid Response if needed.

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## NH Rapid Response Landscape Dispatching

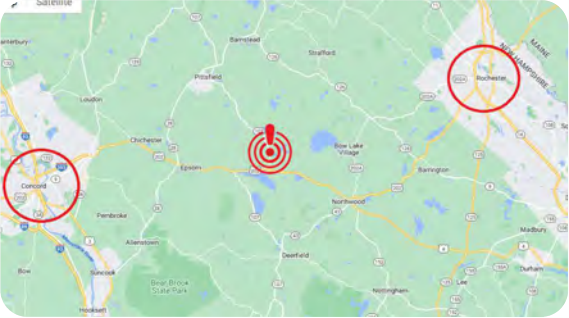
### Location Enabled Dispatch

New Hampshire uses geolocation enabled dispatch as part of our crisis transformation.


The AP does not know the address unless you the individual in crisis or someone calling on their behalf gives it to them.

Rapid Response teams have to accept a dispatch from the Access Point within 5 minutes.

The Access Point only dispatches within a 50-mile radius to ensure the 1-hour response time is met.



**Cultural Shift:** If a dispatch is needed, help from a Rapid Response Team is available within a 1-hour radius regardless of catchment area or dispatch region...



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## NH Rapid Response Landscape Deploying RR Teams

### What Makes a Crisis?

In the past, crises were defined by specific criteria and evaluated by a clinician.

Such as: suicidal ideation, homicidal ideation, psychosis – were all considered a crisis in the old model.

Now a crisis is anytime an individual's functioning, support system, and coping skills are overwhelmed.



**Cultural Shift:** The new model is the crisis as it is perceived by the individual



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## NH Rapid Response Landscape Who Can Call?

Schools frequently contact the Access Point for assistance in de-escalating students, finding them referrals, or requesting a deployment for that youth in crisis.

Families frequently call for assistance in support of a loved one in crisis. As we know they themselves may need help either navigating the system or minimizing the impact of the crisis on themselves.

First responders contact the Access Point for an individual in crisis in a secure setting such as a jail or in the community if the scene is clear or they are staying on site.



Many calls come to the Access Point from various providers from CMHCs to PCPs seeking supports for their clients in crisis.

Regardless of age an individual can text, chat, or call the Access Point if they are in need of assistance.



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## Crisis: A New Perspective

*“Perhaps the most potent element of all, in an effective crisis service system, is relationships. To be human. To be compassionate. We know from experience that immediate access to help, hope and healing saves lives.”*

(SAMHSA, 2020)



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## New Hampshire Rapid Response The Three Pillars

### Someone to Call

- Access point
- Headrest

### Someone to Respond

- Rapid Response Teams (mobile)

### Somewhere to Go

- NHRR Crisis Centers

### What is the Crisis Now Framework?

*Someone to Talk to, Someone to Respond and a Place to Go*



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## NH Rapid Response – The Three Pillars Someone to Call

**Call Early, Call Often**

- Crisis line- someone will answer my call
- A team will dispatch to wherever the need is
- I have a place to go until the crisis has passed

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graph TD
    A["Headrest (988) & The Access Point (833) 710 6477"] -.-> B["The Rapid Response Teams"]
    A -.-> C["The Crisis Centers"]
    
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## NH Rapid Response – The Three Pillars Someone to Respond

**Rapid Response Teams across the state can respond in any of three ways**

- In-person by a deployment to a community location
- By video assessment
- Or, in the office by a same-day/ next-day appointment scheduled by the Access Point

New Hampshire Regional Public Health Networks and Counties

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## Where Are the RR Teams? The Community Mental Health Centers

<p><b>Northern Human Services</b>                  Conway • (603) 447-3347                  Emergency: (603) 447-2111  <a href="http://northernhs.org">northernhs.org</a>                  1. Berlin 2. Conway 3. Wolfeboro                  4. Colebrook 5. Littleton</p>	<p><b>Lakes Region Mental Health Center</b>                  Laconia • (603) 524-1100                  Emergency: (603) 528-0305  <a href="http://lrmhc.org">lrmhc.org</a>                  1. Laconia 2. Plymouth</p>	<p><b>Monadnock Family Services</b>                  Keene • (603) 357-4400                  Emergency: (603) 357-4400  <a href="http://mfs.org">mfs.org</a>                  1. Keene 2. Winchester                  3. Jaffrey 4. Peterborough</p>
<p><b>West Central Behavioral Health</b>                  Lebanon • (603) 448-0126                  Emergency: (800) 564-2578  <a href="http://wcbh.org">wcbh.org</a>                  1. Lebanon 2. Claremont                  3. Newport</p>	<p><b>Riverbend Community Mental Health</b>                  Concord • (603) 226-7505                  Emergency: (800) 852-3323  <a href="http://riverbendcmhc.org">riverbendcmhc.org</a>                  1. Concord 2. Franklin                  3. Penacook 4. Boscawen</p>	<p><b>Community Partners</b>                  Dover • (603) 749-4015                  Emergency: (603) 516-9300  <a href="http://communitypartnersnh.org">communitypartnersnh.org</a>                  1. Dover 2. Rochester</p>
<p><b>Greater Nashua Mental Health</b>                  Nashua • (603) 889-6147                  Emergency: (800) 762-8191  <a href="http://gmhc.org">gmhc.org</a>                  1. Nashua</p>	<p><b>The Mental Health Center of Greater Manchester</b>                  Manchester • (603) 668-4111                  Emergency: (800) 688-3544  <a href="http://mhcgmm.org">mhcgmm.org</a>                  1. Manchester</p>	<p><b>Seacoast Mental Health Center</b>                  Portsmouth • (603) 431-6703                  Emergency: (603) 431-6703  <a href="http://smhc-nh.org">smhc-nh.org</a>                  1. Portsmouth 2. Exeter</p>




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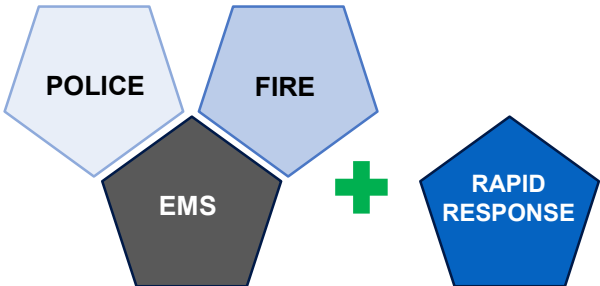
## The Fourth Responder


**Cultural Shift**

We are adding a 4<sup>th</sup> type of First Responder... Can you imagine a time when the police didn't exist?

**When you call 911**

- If your house is on fire – the fire department comes
- If you break a hip falling down the stairs – EMS comes
- If you're home is being burgled – the police come





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# Somewhere to Go

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## New Hampshire Rapid Response Crisis Centers

Crisis Center  
Plymouth

Crisis Center  
Derry

**Plymouth**  
Currently Peer Support Only  
Referrals from RR Teams Only  
Opens in Aug. 2024  
(Dependent on staffing)

**Derry**  
Currently Limited hours  
Soft Launch July 22nd  
Clinical & Peer Support  
Referrals from AP only

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# Current State of NH Service Delivery System

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## 211 and The Doorways

Wherever you live and wherever you are on your journey, The Doorway can help connect you to the substance use and recovery supports and services you may need and the level of care that's right for you, including:

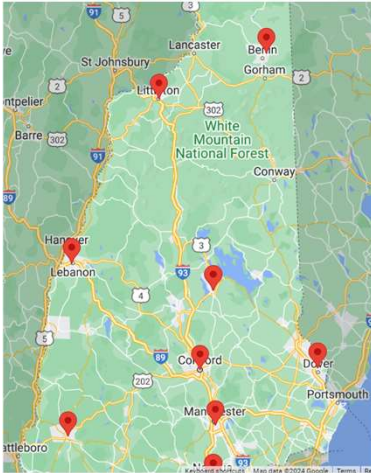
- Screening and evaluation
- Treatment, including Medications for Substance Use Disorder
- Prevention, including naloxone
- Resources and support to assist in long-term recovery
- Peer recovery support services

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## Current State of NH Service Delivery System

### 211 and The Doorways



The Doorways are low barrier access points for substance use supports and services, you call 211 to access your local Doorway.

The Doorways are open Monday-Friday during business hours in most locations, however, there are on-call clinicians overnight. This means that you can call 211 24 hours a day, seven days a week and speak to someone trained to help you connect to substance use resources and supports even on nights and weekends.

There is also help with transportation and respite services when appropriate.

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## Three Takeaways

### 211 and The Doorways

1. Mobile Crisis is intended to serve anyone, anywhere, and at any time.
2. Call 988 or (833) 710-6477 for support. If you need more, they'll direct you to:
  - An RR Team
  - A NHRR Crisis Center
3. 211 and the Doorways are also available for substance use services and support.



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## References

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Alei, A., & Pierotti, C. (2015). Crisis Service Model (Mobile Crisis Teams). Institute for Social Research, UNM.

Balfour, M. E., Hahn Stephenson, A., Delany-Brumsey, A., Winsky, J., & Goldman, M. L. (2022). Cops, clinicians, or both? Collaborative approaches to responding to behavioral health emergencies. *Psychiatric Services*, 73(6), 658-669.

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Wesolowski, H. (2022, July 13). Mobile crisis teams: Providing an alternative to law enforcement for mental health crises. NAMI. <https://www.nami.org/988/mobile-crisis-teams-providing-an-alternative-to-law-enforcement-for-mental-health-crises/>

