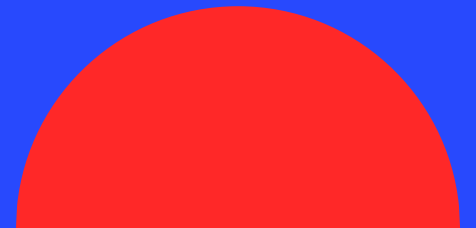
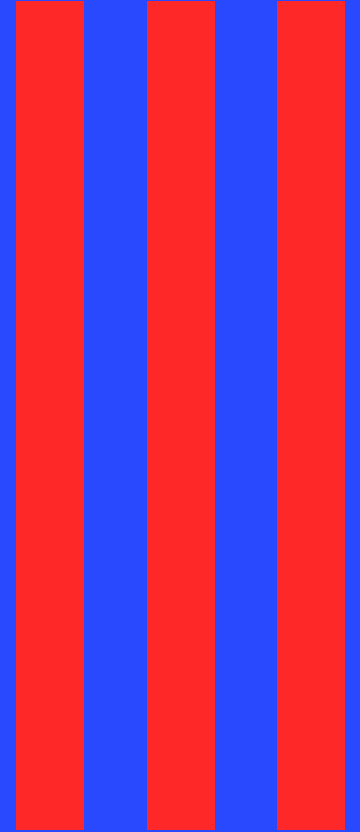


Handling a Mental Health Crisis:

Best Practices and Response Strategies



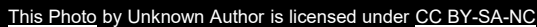
Agenda

- ✓ *Recognize signs of a crisis*
- ✓ *Know immediate response steps to safely respond*
- ✓ *Understand when and how to involve emergency services or mental health resources*



A solid red circle is positioned on the left side of a solid blue background. To the right of the red circle, there are five concentric white circles that are centered on the same point as the red circle. The white circles are of increasing radius, creating a series of expanding rings.

Crisis in our Time



This Photo by Unknown Author is licensed under CC BY-SA-NC

Common Signs



Inability to cope with daily tasks (personal hygiene, sleeping, eating)

Severe agitation or aggression

Rapid weight loss or gain

Increased energy/ suddenly happy/calm after period depression

Sudden withdrawal or extreme mood swings (increased energy/pacing)

Talking about self-harm or suicide

Confused thinking or disorientation/ delusional thoughts

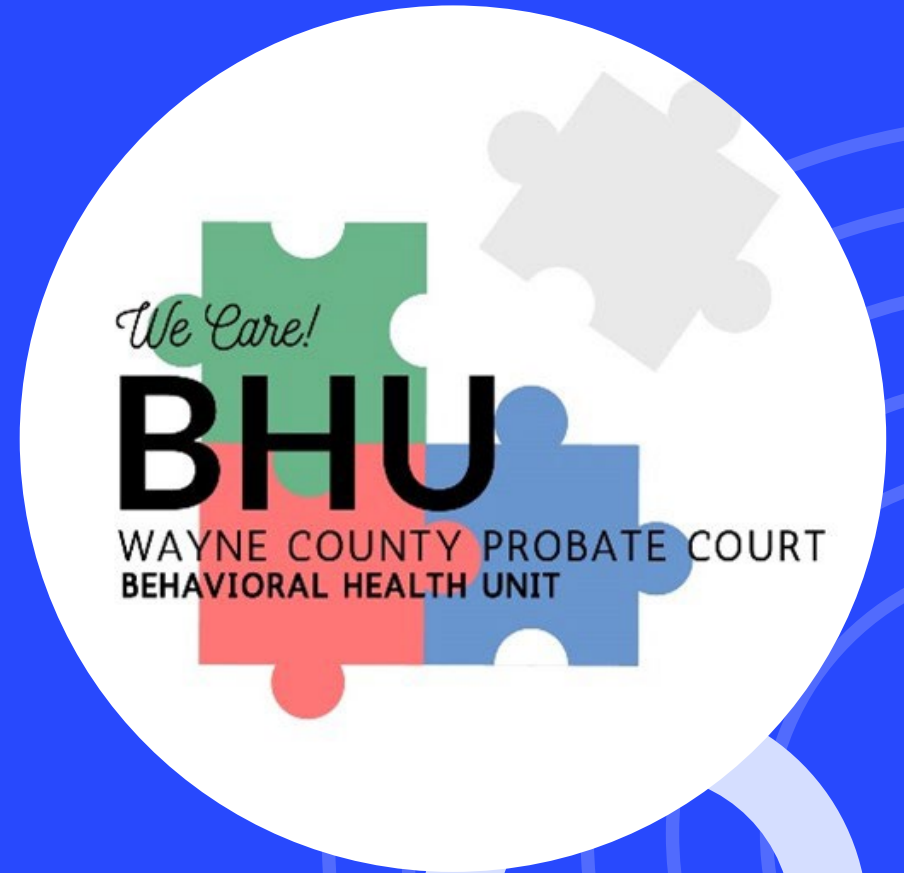
Threatening harm to self or others

Early recognition is key

Approach with empathy, not judgement

Immediate Response Principles

- Safety first
- Use active listening: reflect, validate feelings and show understanding.
- Remember: your tone and body language can influence the situation (positively or negatively).
- Avoid arguing, name calling or challenging them, as that can escalate the crisis.
- Instead, aim to de-escalate by remaining patient and empathetic.



Assessing the Situation



Make quick but careful assessments.



Is there an immediate danger?

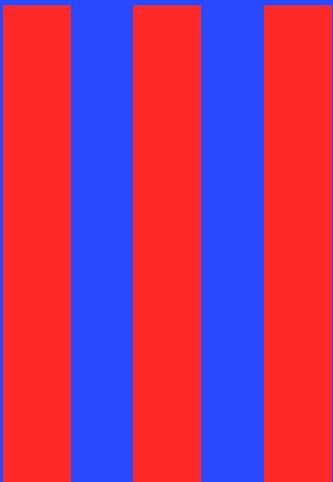
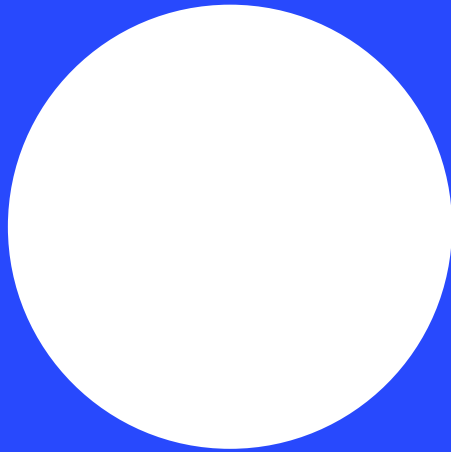


Can the person communicate and be understood?



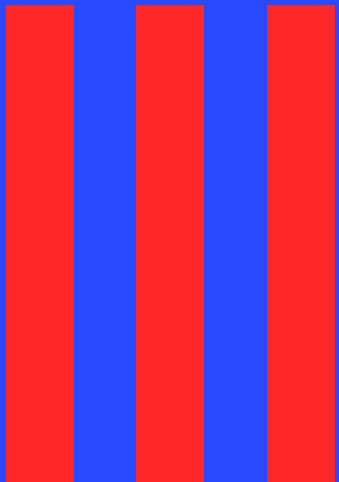
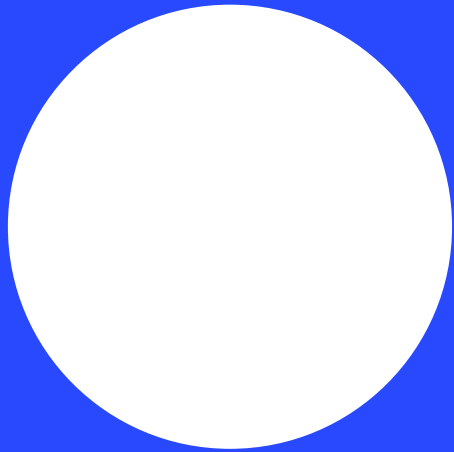
Are weapons involved?

When to call Emergency Services

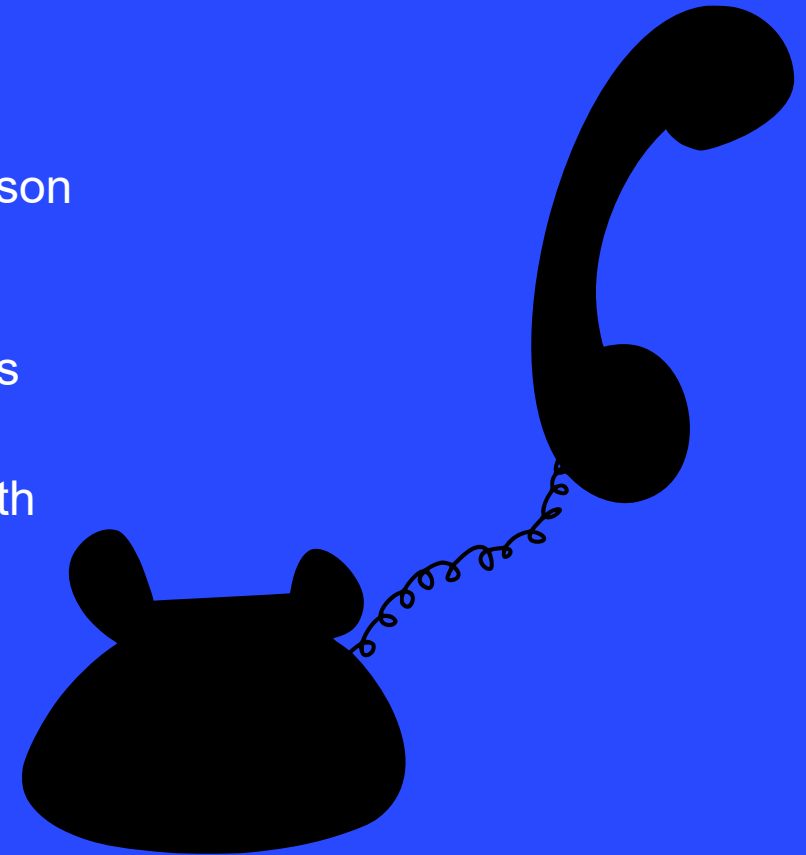


- ✓ If person is experiencing a medical emergency
- ✓ Immediate danger or risk of harm
- ✓ Violent or aggressive behavior
- ✓ Person is unable to communicate or is disoriented
- ✓ Suicidal or homicidal threats with a plan in place
- ✓ If person has destroyed property
- ✓ It's better to be safe than sorry.
- ✓ If in doubt, call!

How to call 911



1. Stay calm and speak clearly.
2. The location.
3. Use specific language” The person may be experiencing a mental illness.
4. Mention weapons or substances involved.
5. If possible, request mental health crisis intervention teams.





DWIHN 24 Hour Helpline
800-241-4949
**Community Outreach for
Psychiatric Emergencies
C.O.P.E**
844-296-2673
Reach Us Detroit
Text or call
313-488-HOPE
reachusdetroit.org

**National Suicide
Prevention Lifeline**
800-273-8255
or 988

*DWIHN provides education and information
regardless of insurance.


dwihn.org



**COMMUNITY BASED
MOBILE CRISIS
RESPONSE TEAM**



**INTENSIVE CRISIS
STABILIZATION
FOLLOW-UP AND SUPPORT
TEAM**

What is Mobile Crisis?

Mobile Crisis provides short-term crisis response, crisis intervention, and stabilization for adults and children experiencing a mental health or substance use crisis in the community.

Any individual residing in Wayne County can access mobile crisis services regardless of insurance status.

Teams will respond to individuals anywhere in Wayne County.

****Except: IP settings, jails, and crisis residential/residential facilities.
(Per Medicaid Guidelines)***

**Mobile Crisis services
are available 24/7
including holidays and weekends.**



How the Process Works....

- ☒ Individual is in Crisis
- ☒ Call DWIHN at 800-241-4949
- ☒ Phone Screening is Completed
- ☒ Mobile Crisis Team is Dispatched
- ☒ Mobile Crisis Team Responds
- ☒ De-Escalation and Crisis Intervention is Provided
- ☒ Individual is Connected to Appropriate Resources

If you are not already connected with a behavioral health provider, the Mobile Crisis Team will refer you to our follow up and support team.

Please be advised that referrals are completed internally.

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Open tabs: Nation, Report, Judicial, Deferr, WCPC, FF Scr, Identit, The ec, Stand, Power, 2025, Call U, SSA, Reque, Sign I, Micro, Inform, dwihn, Crisis, provic


Address bar: <https://www.dwihn.org/documents/suicide-prevention-resources.pdf>

PDF viewer toolbar: Draw, Text, etc.

PDF content

1 of 1

Search, Print, etc.



MENTAL HEALTH AND SUICIDE PREVENTION RESOURCES

988-Suicide Prevention Hotline: If you or a loved one are struggling, call and get help.

Detroit Wayne Integrated Health Network (DWIHN) operates a 24/7 Call Center. Non-emergent calls are 8am-8pm M-F. Staff are available to complete a brief screening and if needed, a Clinician will contact the person the next business day to complete the assessment. After 8pm and on weekends, the following services will be provided:

- Warm transfer to the crisis line
- Dispatch of Children’s Crisis Teams from Emergency Departments
- Hospital discharge follow-up appointments
- A mental health clinician will be available for SUD screening only

If you have any questions or concerns regarding the DWIHN Access Call Center, please send an email to: accesscenter@dwihn.org or call **1-800-241-4949**.

Reachusdetroit.org-313-488-HOPE-call or text line for anyone 14 years and older who has a mental health concern. Trained behavioral health specialists will do an assessment. Engages individuals and offers therapeutic support 24/7 regardless of ability to pay.

National Suicide Prevention Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources. If you’re thinking about suicide, are worried about a friend or loved one, or would like emotional support, the Lifeline network is available 24/7 across the US. Call **1-800-273-TALK (8255)** or chat.

Crisis Text Line free, 24/7 support for those in crisis. **Text 741741** from anywhere in the U.S. to text with a trained Crisis Counselor.

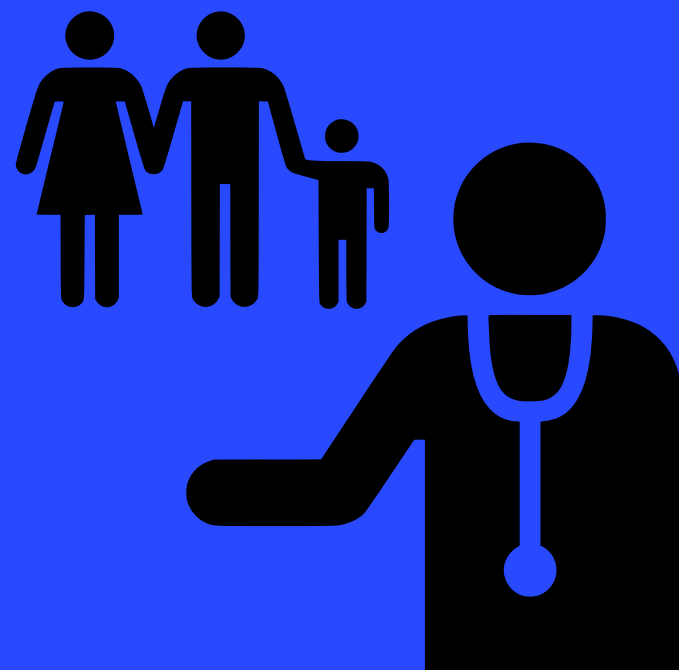
The Trevor Project the leading national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ) young people under 25. The Trevor Lifeline is a crisis intervention and suicide prevention phone service available 24/7 at **1-866-488-7386**. Trevor Text is available by texting **“START”** to **678678**.

Trevor Space is an online international peer-to-peer community for LGBTQ young people and their friends.

Trans Lifeline is a national trans-led 501(c)(3) organization dedicated to improving the quality of trans lives by responding to the critical needs of the community with direct service, material support, advocacy, and education. Their peer support hotline is run by and for trans people. The line is available daily from 7 a.m.–1 a.m. PST / 9 a.m.–3 a.m. CST / 10 a.m.–4 a.m. EST. Volunteers may be available during off hours. Call **877-**

Windows taskbar: Search bar, taskbar icons (File Explorer, Edge, etc.), system tray (Weather: Rain tomorrow, Date: 4:45 PM 5/16/2025)

Crisis Stabilization Units (CSUs) 24/7 walk-in crisis stabilization



TEAM CSU-West	34290 Ford Rd- Westland	313.969.5387	4 adult bed
TEAM CSU-East	6309 Mack-Detroit	313.969.5387	16 adult bed
DWIHN Care Center	707 Milwaukee- Detroit	313.989.944	12 children 12 adult

Post-Crisis Follow-up

1. Ensure the individual receives appropriate ongoing care
2. Offer support and understanding
3. Encourage professional treatment and follow-up
4. Take care of your own mental health and debrief if needed
5. Recover continues after the immediate crisis.
6. Encourage patient and understanding
7. Seek support groups



Final tips & takeaways

- Recognize signs early
- Prioritize safety
- Know when to call emergency services
- Utilize mental health crisis centers when appropriate
- Use de-escalation techniques
- Follow up with community services after the crisis





Thank you

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