

1958

**First Free, 24-Hour Crisis Hotline**

In 1958, Edwin Shneidman founded the Los Angeles Suicide Prevention Center, which was the nation's first crisis hotline and later consolidated into Didi Hirsch Mental Health Services. Ten years later, Shneidman would form the American Association of Suicidology

**Coming Soon...**

**International Declaration on Crisis Care**

NASMHPD will host a global summit on Urgent and Emergency Mental Healthcare September 9 - 10, 2019 in Washington, DC as part of the IIMHL Leadership Exchange

2019

**n11 Crisis Hotline**

Per Congress, SAMHSA and the VA make recommendations to the FCC on a nationwide three digit crisis hotline (a 911 for the brain)

2018

**IMD Waiver Demonstration Projects**

DHHS and CMS (Medicare/Medicaid) jointly announced opportunities for short term residential treatment in IMDs using Medicaid funds, but required states conduct a full assessment of their crisis continuum and expand facility-based crisis stabilization alternatives

1987

**Crisis Intervention Team (CIT) Training**

The Memphis model was forged by a community partnership of law enforcement, the university and advocates from the National Alliance on Mental Illness (NAMI) to provide training and a system for law enforcement officers skilled in de-escalation to lead mental health contacts

1995

**High-Tech, Professionally Staffed**

Behavioral Health Response was formed by the Missouri legislation after the shooting deaths of prominent family members by a person with serious mental illness. It was first with advanced software, clinical staffing, mobile crisis, and a Board of Directors comprised of local CMHCs

2002

**"Living Room" Peer Support Model**

Recovery Innovations (now RI International) integrated peer staffing and a recovery mission into their crisis stabilization program, which they called "the living room" model, called consumers "guests" and focused on reduced seclusion and restraint.

2005

**Full Continuum of Crisis Services**

Harris Center's groundbreaking array of integrated crisis services for the greater Houston metropolitan area, one of the largest in the US, included a psychiatric ER, crisis residential, mobile crisis, homeless services, and crisis help line

2005

**Direct Law Enforcement Drop-off**

Value Options in Phoenix introduced immediate law enforcement drop-off at the Urgent Psychiatric Center, without any visits first to a hospital Emergency Department for "medical clearance"



2005

**National Suicide Prevention Lifeline**

SAMHSA and MHA of NYC (now Vibrant Emotional Health) partner with a national network of local crisis call centers to support 1-800-273-TALK

2006

**Statewide Crisis & Access Line (Air Traffic Control)**

After Hurricane Katrina, the Georgia DBHDD expanded its Single Point of Entry statewide with 24/7 scheduling, online dashboards, and advanced analytics

2010

**Big Box Full Continuum**

A \$54 million community bond in Tucson created a mega-crisis center with co-located call center, crisis stabilization (adults and teens), law enforcement sally port, and more

Technology

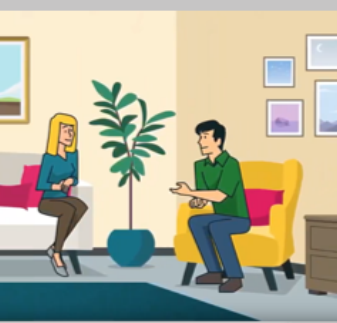


Crisis Call Hub

24/7 Mobile



Retreat Model



2016 **Crisis Now: Transforming Services is Within Our Reach**

Catalyzed by the National Action Alliance for Suicide Prevention

2014

**"Psychiatric Boarding" Ruled Illegal**

Ten individuals filed suit in Pierce County contesting their mental health petitions due to long waits. A year later, the Washington State Supreme Court said holding an individual in a hospital ED until an appropriate bed is available is unconstitutional and therefore unlawful

2013

**Investment in Mental Health Wellness Act**

California legislation SB 82 provided nearly \$150 million to improve access to and capacity for crisis services, believing that 70% of ED presentations for psychiatric evaluation could be avoided with improved crisis stabilization, mobile crisis, and crisis triage

2012

**Safeguard All Coloradans Plan**

After the Aurora tragedy, Colorado introduced over \$100 million in state funds for a five-year contract to expand crisis stabilization, crisis respite, mobile crisis, crisis call center, warm line, and marketing.

2010

**Americans with Disabilities Act/Olmstead**

The Department of Justice Settlement Agreement with Georgia included new crisis stabilization programs, statewide mobile crisis teams, crisis apartments, expanded crisis hotline, etc.

**Towards an effective response for all in psychiatric emergency**

Take a look back at a few of the pivotal moments in national crisis care history that helped create and shape the industry.

