

**Effective Responses:**  
*Strategies for Assisting Youth  
in Crisis*

**Self-Reflection Guide  
& Resource Document**







## **Effective Responses:**

*Strategies for Assisting Youth in Crisis*

## **Resources for Further Learning**

### New York Specific

[988: More than a Number](#) - 988 is the new, three-digit number for the National Suicide Prevention Lifeline (NSPL). It is now available nation-wide. 988 is more than just an easy-to-remember number. It is a direct connection to caring support for anyone in mental health distress. Find further resources and more about 988 by clicking the link above.

[Crisis Prevention](#) - Find crisis services, hotlines, and more.

[Medicaid Managed Care Crisis Intervention](#) - The New York State Office of Mental Health and NYS county leadership, with input from various stakeholders, have developed a shared vision of a coordinated behavioral health crisis response system available to all New Yorkers, regardless of ability to pay.

[Mental Health First Aid - Mental Health Association in NYS, Inc. \(mhanys.org\)](#) - Similar to physical First Aid and CPR, Mental Health First Aid (MHFA) helps you assist someone experiencing a mental health or substance use crisis, and provides support during non-crisis situations.

[Youth Mental Health Listening Tour Report-June 2023](#) - On March 16, New York State Office of Mental Health, Governor Hochul and OMH Commissioner Sullivan met personally with over a dozen New York City middle and high schoolers to learn about their own and their peers' experiences with mental health. Following this listening session, the Governor announced listening sessions in every region of the State, which took place from April to June 2023.

[Got5 Challenge](#) - The Got5 Challenge helps raise awareness of the Crisis Text Line – a free, anonymous, text-based support network that's available 24/7. Simply text "Got5"\* to 741-741 to start texting with a trained Crisis Counselor who can help you get through a difficult moment. (Got5 is New York State's unique Crisis Text Line keyword)



## Articles, Research & Toolkits

[2022 New York State Crisis Text Line: Marketing Toolkit](#) - includes marketing and educational resources for educators, home and health care providers and families.

[Building Trust and Rapport with Youth](#) - Trust and rapport are critical for working with youth. The following considerations provide insight on how to effectively build rapport and trust with youth and should be adapted to fit each relationship, as one size does not fit all.

[Active listening: The key of successful communication in hospital managers](#) - One of the important causes of medical errors and unintentional harm to patients is ineffective communication. The important part of this skill, in case it has been forgotten, is listening. The objective of this study was to determine whether managers in hospitals listen actively.

[FAQ | Crisis Text Line](#) - Crisis Text Line provides free, 24/7 mental health support via text message. Read on for more information about our platform, how to become a Crisis Counselor and how we're using data to change the game.

[Engaging Youth With Technology](#) - Engaging youth in the digital age is full of opportunity but can sometimes be difficult. These tools can help you meet youth where they are and offer new ways of supporting youth. These platform recommendations can help you support and connect with youth.

[Harm Reduction Principles](#) - Harm reduction is a set of practical strategies and ideas aimed at reducing negative consequences associated with drug use. Harm Reduction is also a movement for social justice built on a belief in, and respect for, the rights of people who use drugs.

## Key Findings

[Individuals who text crisis text line: Key characteristics and opportunities for suicide prevention - Pisani - 2022](#) - Text-based crisis services are increasingly prominent, with inclusion in the national 988 crisis number launching in 2022. Yet little is known about who uses them. This study seeks to understand the population served by Crisis Text Line (CTL), the largest crisis text service in the United States.

[Crisis text-line interventions: Evaluation of texters' perceptions of effectiveness - Gould - 2022 - Suicide and Life-Threatening Behavior - Wiley Online Library](#) - Crisis Text Line (CTL), the largest provider of text-based crisis intervention services in the U.S., has answered nearly 7 million conversations since its inception in 2013. The study's objective was to assess texter's perceptions of the effectiveness of CTL crisis interventions.



## Organizations

[Youth MOVE National Peer Center](#) - *The Peer Center is one of five National Consumer Technical Assistance Centers established by Youth MOVE National (YMN) with funding support from the Substance Abuse and Mental Health Services Administration (SAMHSA). The Peer Center is offering support to build the capacity of the future peer workforce, consumer-run organizations, including youth and family organizations, mental health service providers, and individuals with lived experience. We offer a tailored approach to technical assistance to consumer operated programs and organizations, the peer workforce, and traditional mental health service providers to improve implementation and enhance the integration of recovery-oriented services into the traditional mental health service array.* [Youth MOVE Peer Center TA Request Form](#) >>

[National Training & Technical Assistance Center](#) - *The National Training and Technical Assistance Center for Child, Youth, and Family Mental Health (NTTAC) works to ensure all young people and families get the support they need to thrive.* [NTTAC TA Request Form](#) >>