



# Navigating Systems of Care for Adults with Serious Mental Illness

 The mental healthcare system can feel difficult to navigate. Barriers such as systemic racial disparities, a lack of diversity among healthcare providers, cultural stigma, and high costs make it hard to access care.<sup>1-4</sup>

Accessing and finding help when you need it can be difficult. Understanding the different settings that can provide mental health care and what mental health services are available may help.

 A strong support team to help along the journey is important, as these may be the people you turn to first when looking for help. A support team can include friends and family; community members, like faith leaders; peer-support specialists; or other treatment team members, like pharmacists.

## When to seek care<sup>5-8</sup>

Feelings and situations you may experience

## Where to go

Levels of care

## What services to engage

People and places that may help

Scan QR codes below for additional resources

Active suicidal thoughts or actions

Active attempts to hurt yourself or others

A medical emergency, like a medication overdose, with an imminent threat to life that needs immediate medical attention

### IMMEDIATE SAFETY AND CRISIS MEDICAL RESPONSE

- » 911
- » 988
- » Crisis diversion program
- » Law enforcement with crisis intervention teams

Divert from criminal justice system



HOUSTON SUICIDE PREVENTION HOTLINE: 713-228-1565  
NATIONAL SUICIDE PREVENTION HOTLINE: 1-800-273-8255

### EMERGENCY SERVICES

Crisis Intervention



Houston CIT



The Harris Center



A breakthrough of symptoms that signals a serious mental health crisis

Thoughts of suicide, harming self or harming others, but not actions

A need for immediate evaluation for hospitalization or risk of self-harm or harm to others

### HOSPITALIZATION

- » Crisis intervention response
- » Psychiatric emergency room
- » Hospitalization



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### ACUTE CARE SERVICES

Intensive, structured programs focused on treatment that provide care 24 hours/day, 7 days/week for those who need greater assistance. Treatment period and length of stay may range up to a few weeks.<sup>9</sup>

NAMI Crisis Guide



Fort Bend Mental Health Resources



Hope and Healing Center



United Way Helpline



A need for mental healthcare services to prevent hospitalization or as a transition after hospitalization

### TRANSITION SERVICES

- » Intensive outpatient program
- » Partial hospitalization program
- » Substance abuse stabilization
- » Residential treatment facilities



### SUBACUTE CARE SERVICES

Stabilization services focused more on rehabilitation and recovery outcomes to help transition back into society. Treatment period can range up to 6 months.<sup>9</sup>

Fort Bend Mental Health Resources



Houston Behavioral Healthcare



Discovery Program



IOP Locations Houston



The Council on Recovery



A need for mental health treatment or community support while maintaining levels of independence

### STABILIZATION AND SUPPORTIVE CARE

- » Therapy (individual, family, group)
- » Medication management
- » Social work
- » Self-help groups (peer-support services, community-run mental health groups)
- » Advocacy (eg, National Alliance on Mental Illness, Mental Health America)
- » Faith-based organizations (eg, churches)



### OUTPATIENT SERVICES

Structured services focused on effective symptom management and long-term stabilization while maintaining a normal living situation.<sup>10</sup>

NAMI Greater Houston Support Groups



NAMI Greater Houston Programs



MHA Houston Mental Health Screener



## Community Health Equity Alliance



1. Office of the Surgeon General [US]; Center for Mental Health Services [US]; National Institute of Mental Health [US]. Mental health: culture, race, and ethnicity: a supplement to mental health: a report of the Surgeon General. Rockville [MD]: Substance Abuse and Mental Health Services Administration [US]; August 2001. Accessed February 1, 2022. <https://www.ncbi.nlm.nih.gov/books/NBK44243/> 2. Center for Disease Control. Social determinants of health: know what affects health. Accessed February 1, 2022. <https://www.cdc.gov/socialdeterminants/about.html> 3. Substance Abuse and Mental Health Services Administration. Racial/Ethnic Differences in Mental Health Service Use among Adults. 2015. 4. Alang, Sirry M. Mental healthcare among blacks in America: Confronting racism and constructing solutions. Health Serv Res. 2019;54:346-355. 5. Substance Abuse and Mental Health Services Administration [US]. National guidelines for behavioral health crisis care best practice toolkit. Published 2020. Accessed February 1, 2022. <https://www.samhsa.gov/sites/default/files/national-guidelines-for-behavioral-health-crisis-care-02242020.pdf> 6. American Association of Community Psychiatrists. Level of care utilization systems for psychiatric and addiction services. Community Psychiatry. 2010. 7. National Alliance on Mental Illness. Getting treatment during a crisis. Accessed February 1, 2022. <https://www.nami.org/Learn-More/Treatment/Getting-Treatment-During-a-Crisis> 8. National Alliance on Mental Illness. Treatment settings. Accessed February 1, 2022. <https://www.nami.org/About-Mental-Illness/Treatments/Treatment-Settings> 9. Thomas K, Rickwood D. Clinical and cost-effectiveness of acute and subacute residential mental health services: a systemic review. Psych Serv. 2013;64:11. 10. National Alliance on Mental Illness. The value of structured outpatient treatment. Accessed April 1, 2022. <https://www.nami.org/Bw2020/The-Value-of-Structured-Outpatient-Treatment>