

HOW TO: Help During Crisis

MISSOURI STATE PUBLIC DEFENDER



HOLISTIC
DEFENSE SERVICES

988 SUICIDE & CRISIS LIFELINE

If an individual is in a mental health, suicide, or substance use crisis, help is available.

Reach out to the 988 Suicide & Crisis Lifeline by calling or texting 988, or chatting at <https://988lifeline.org/>.

For immediate assistance in all crises:

- Call 911 for emergency services
- Go to the nearest hospital emergency room

What are Crisis Services?

Like a health crisis, a mental health, alcohol, or drug crisis can be hard for the person experiencing it. It is also hard on their loved ones and their community. In the moment, the person may feel overwhelmed or unable to cope with what is happening. Some crises include safety concerns for the person or those around them.

Crisis Services are for anyone, anywhere and anytime. They are the first line of care in helping people and preventing tragedies. DMH strives to use the best tools and practices to meet the needs of people in crisis. The goal is to help each person work through the crisis so they can get back to how they were doing before it happened.

This can be done in different types of settings. Missouri follows national best practices to provide crisis services in three ways:

- Someone to talk to: 988 crisis line workers accept all calls, texts, and chats. They help with the immediate need and can connect people to resources for ongoing help;
- Someone to respond: If help from the crisis line is not enough, a mobile team can respond to meet the person where they are in the community and provide in-person help;
- Somewhere to go: If a person needs more help than a mobile team can provide, they can go to a crisis center. Crisis centers provide more intense help for up to 23 hours and can usually help the person not need to be hospitalized.
- Click [here](#) for the mobile crisis response map.

WHEN SHOULD SOMEONE CALL 988?

If an individual is thinking about suicide, experiencing a mental health or substance use crisis, or are worried about a friend or loved one, reach out to the 988 Suicide & Crisis Lifeline for support by calling or texting 988, or chatting at [988 Lifeline Chat and Text : Lifeline](#)



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Crisis Residential Programs

Crisis Residential Programs assist individuals who might need more than 23 hours to recover at a Behavioral Health Crisis Center (BHCC). These programs offer support in a setting that feels like a home. People in these programs can receive help from peers, one-on-one counseling, and group counseling. Medication services are available too. These short-term services aim to prevent the need for hospitalization. Before leaving the program, individuals are connected to ongoing community services for continued support.

Emergency Room Enhancement (ERE):

Emergency Room Enhancement (ERE) programs were created to make it easier for people to get the right help when they need it. These programs want to decrease the number of times people have to go to the emergency room or the hospital. They also aim to lower the rates of people being homeless, jobless, or getting in trouble with the law. ERE programs do this by encouraging individuals to seek treatment and by connecting them with community support. The goal is to help people get the care they need in the right place and to improve their overall well-being. [Click here for more information on ERE.](#)

Community Outreach - Missouri Liaisons:

For more information about Community Behavioral Health Liaisons (CBHLs), and Youth Behavioral Health Liaisons (YBHLs) [click here](#)

Crisis Intervention Team (CIT):

The Missouri CIT program is a team effort that involves police, mental health experts, hospitals, courts, people who have experienced these situations, and community members. They work together to follow the Missouri Model of CIT. The main aims of CIT are to make interactions between the police and people in crisis better. This is done through a 40-hour training that focuses on teaching about mental health and how to calm down difficult situations. The goals also include helping people in crisis by connecting them with the right community support, so they don't end up in trouble with the law. CIT wants to make sure everyone stays safe, reduce the judgment people might face, and bring CIT training to more places in the state. Click here for more information on CIT [Missouri CIT Council](#).



Crisis Lines

Below is a list of crisis lines with policies that prohibit calling the police. Crisis lines are available 24/7, and they are staffed by professionals without personal experience.

Mental Health

ANAD Eating Disorder Helpline

630-577-1330

1-800-273-8255

Black Mental Health Alliance

410-338-2642

SAMHSA's National Helpline

1-800-662-4357

1-800-487-4889 (TTY)

National Suicide Prevention Lifeline

1-800-273-8255 (English Line)

1-888-628-9454 (Spanish Line)

711 (TTY)

National Disaster Distress Helpline

1-800-985-5990

Substance Use

Al-Anon for Families of Alcoholics

1-800-344-2666

Psychedelic Peer Support Line

Open Thursdays to Sundays 5 pm – 5 am &
Monday 5 pm – 9 pm

623-473-7433 (Call or Text)

National Drug Helpline

1-844-289-0879

SAMHSA's National Helpline

1-800-662-4357

1-800-487-4889 (TTY)

LGBTQ

Trevor Project

1-866-488-7386

Text "START" to 678-678

GLBT National Youth Talkline

1-800-246-7743

Elders

Institute on Aging

1-800-971-0016

National Center on Elder Abuse

1-855-500-3537

SAGE LGBT Elder Hotline

1-877-360-5428

Domestic Violence

Blackline

priority to BIPOC callers

1-800-604-5841

Love Is Respect National Dating Abuse Hotline

1-866-331-9474

Text "LOVEIS" to 22522

National Deaf Domestic Violence Hotline

1-855-812-1001 (Video Phone)

Text "Start" to 88788

Email NationalDeafHotline@adwas.org

National Domestic Violence Hotline

1-800-799-7233

1-800-787-3224 (TTY)



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National Teen Dating Abuse Hotline

1-866-331-9474 (Call or Text)

1-800-787-3224 (TTY)

National Sexual Assault Hotline

1-800-656-4673

Housing**Veterans National Homeless Hotline**

1-877-424-3838

St. Louis Area Specific**Homeless Helpline**

government housing intake/referral system

314-802-5444

LGBTQ+ Rainbow Youth Hotline

1-877-542-8984

Behavioral Health Services

314-469-6644

1-800-811-4760

314-469-3638 (TTY)

Behavioral Health Services

314-819-8802

Text "BHEARD" to 31658

NAMI St. Louis Helpline

314-962-4670

Provident Behavioral Health

314-647-4357

**Alternatives to Living in Violent Environments
(ALIVE)**

314-993-2777

1-800-941-9144

Life Source ConsultantsSafety planning, community resources/referrals,
legal services, etc. for victims of abuse

314-524-0686

AWARE

Barnes-Jewish Hospital program

314-362-9273

Safe Connectionssupport for victims of sexual abuse with
interpretation services in 140 languages

314-531-2003

711 (TTY)

St. Martha's

domestic violence counseling for women

314-533-1313

**Domestic Violence Sexual Assault Response
Team (DV-SART)**

314-531-7273



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Print List

1. "How to: Help in Crisis" Guide

Full Links/ References(in order of appearance)

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988 Suicide & Crisis Lifeline:

<https://988lifeline.org/>

Mobile Crisis Response Map:

<https://dmh.mo.gov/media/pdf/mobile-crisis-response-map>

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Emergency Room Enhancement Program:

<https://dmh.mo.gov/behavioral-health/treatment-services/specialized-programs/emergency-room-enhancement>

Community Outreach > Missouri Liaisons:

<https://www.mobhc.org/community-behavioral-health-liaisons>

MISSOURI CRISIS INTERVENTION
TEAM (MO CIT) COUNCIL:

<https://www.missouricit.org/>

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