



PEER SUPPORT
775.296.8336



NAMI
National Alliance on Mental Illness

Western Nevada

NEVADA TEEN TEXT LINE

WHAT IS THE TEEN TEXT LINE?



- ★ Concept loosely based on NAMI Maine's text line
- ★ Authentic mental health peer support line
- ★ Based on the infrastructure of the Nevada Warmline
- ★ Inbound and outbound contacts
- ★ Referral-based contacts

WHO WE ARE



Open **10am to midnight** 7 days a week, 365 days per year

Marketed to 14 – 24 year olds

WHY IS IT NEEDED?

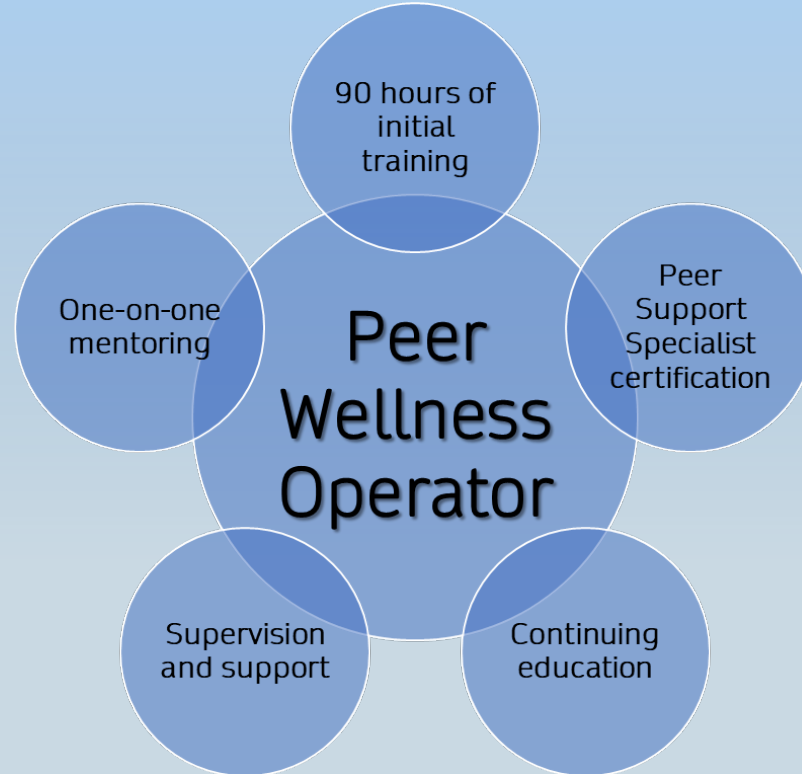
- ★ Early intervention
- ★ Teens seek out peer-driven supports
- ★ Harm reduction
- ★ Hope for recovery
- ★ Encouraged engagement in positive supports
- ★ Shortage of mental health supports for teens and young adults



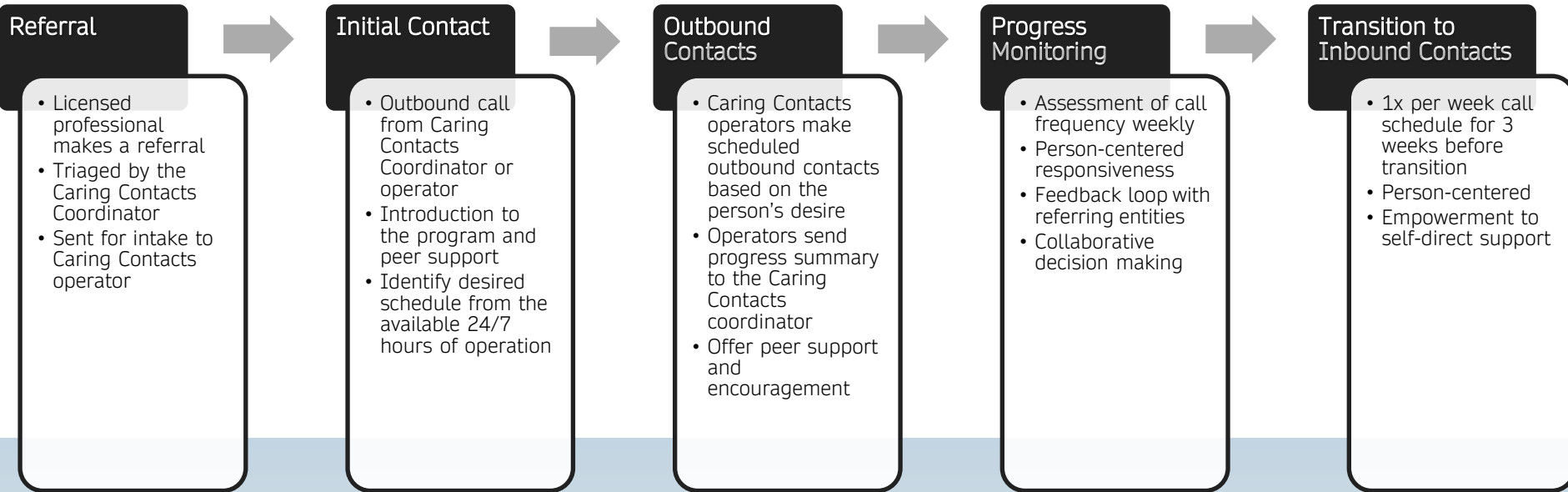
OPERATOR COMPETENCY

- ★ Peer Support Specialist Training – 46 hours
- ★ NAMI Nevada C.A.R.E.S. – 21 hours
- ★ Gatekeeper Suicide Prevention – 2.5 hours
- ★ ASIST – 16 hours
- ★ Youth Mental Health First Aid – 8 hours
- ★ Ongoing Cultural Competency Trainings/Presentations

PROFESSIONAL DEVELOPMENT



Structure of the Program



NEVADA



CARING CONTACTS



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Structure of the Program

- Licensed professional makes a referral
- Triage by the Caring Contacts Coordinator
- Sent for intake to Caring Contacts operator

Referral

Initial Contact

- Outbound call from Caring Contacts Coordinator or operator
- Introduction to the program and peer support
- Identify desired schedule from the available 24/7 hours of operation

Outbound Contacts

- Caring Contacts operators make scheduled outbound contacts based on the person's desire
- Operators send progress summary to the Caring Contacts coordinator
- Offer peer support and encouragement

Progress Monitoring

- Assessment of call frequency weekly
- Person-centered responsiveness
- Feedback loop with referring entities
- Collaborative decision making

Transition to Inbound Contacts

- 1x per week call schedule for 3 weeks before transition
- Person-centered
- Empowerment to self-direct support

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Progress Monitoring

- Assess frequency of calls
- Person responds positively
- Feedback to referring entities
- Collaborative decision making

- 1x per week call schedule for 3 weeks before transition to Outbound Contacts
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- Empowerment to self-direct support

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ESCALATION MANAGEMENT

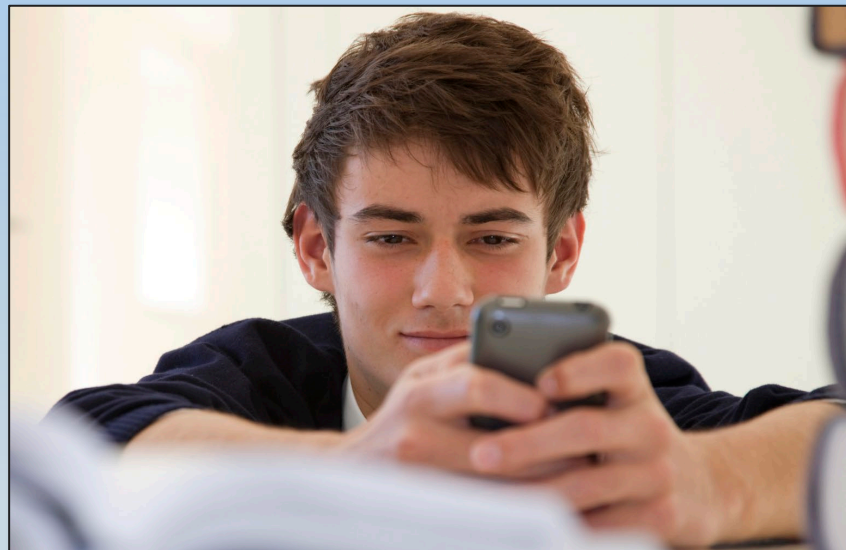
- ★ Supervisor support and monitoring
- ★ Direct conversations about suicidal ideation
- ★ Phone calls to youth and/or trusted adult
- ★ Columbia Suicide Severity Rating Scale (C-SSRS)
- ★ Collaborative partnership with 988

HOW IS A REFERRAL MADE?

- ★ Parents, educators, providers, and other community members can make a referral by text or email
- ★ Participants are contacted within 24 hours of the referral
- ★ A Peer Wellness Operator will set up scheduled contact times
- ★ A referral is NOT needed for inbound texts from participants

IMPACTS

- ★ Launch Date May 16, 2022
- ★ Total Text Messages – Over 65,000
- ★ Growing rapidly
- ★ Main presenting concerns
 - ★ Family relational issues
 - ★ Bullying
 - ★ Mental health
 - ★ Suicidality and self-harm



QUESTIONS?



For more information or to make a referral:
nvteentextline@gmail.com