Division of Behavioral Health

How to Help
Assess Risk

**Depression**
- Suicide and non-suicidal self injury

**Anxiety**
- Panic Attack and reaction to a traumatic event

**Schizophrenia**
- Suicide, disruptive or aggressive behavioral

**Substance Use**
- Intoxication, aggression, suicide and non-suicidal self-injury

Approach

- Talk to them in a space that is comfortable.
- Ease into the conversation, gradually.
- Communicate in a straightforward manner.
- Use ‘I’ statements instead of ‘you’ statements.
- Speak at a level appropriate to their age and development level.
Motivational Interviewing

- **Open Ended Questions**
  - Did you have a good relationship with your parents?
  - What can you tell me about your relationship with your parents?
- **Affirmations**
  - You handled yourself really well in that situation...
  - If I were in your shoes, I don’t know if I could have managed nearly so well.
- **Reflections**
  - So you feel...
  - It sounds like you...
  - You’re wondering if...
- **Summaries**
  - Let me see if I understand so far...
  - Here is what I’ve heard. Tell me if I’ve missed anything.

Tips for Reaching Out

**Do:**
- Understand the symptoms for what they are.
- Empathize with how the person is feeling about his or her beliefs and/or experiences.

**Do not:**
- Confront the person.
- Criticize or blame.
- Take delusional comments personally.
- Use sarcasm.
- Use patronizing statements.
- State any judgments about the content of the beliefs and/or experiences.
Listen

Key attitudes to make the person feel respected, accepted and understood:
• Acceptance
• Genuineness
• Empathy

Nonverbal skills:
• Attentiveness
• Comfortable eye contact
• Open body posture
• Being seated
• Sitting next the person rather than opposite
• Do not fidget

Provide Support

• Show respect and understanding for how they describe and interpret their symptoms.
• Genuinely express your concern.
• Offer your support and connect them to help if you feel that they need it. Ask, “How can I help?”
• Give the person hope for recovery, offer encouragement.
Not Supportive

• Telling a person to “snap out of it”
• Acting hostile or sarcastic
• Blaming the person
• Adopting an overprotective attitude
• Nagging the person
• Trivializing the person’s experiences
• Belittle or dismiss their feelings
• Speaking with a patronizing tone
• Trying to “cure” the person

Tips for De-escalation

• Speak slowly and confidently with a caring tone
• Do not argue or challenge the person
• Do not threaten
• Do not raise your voice or talk to fast
• Use positive instead of negative words
• Stay clam and avoid nervous behavior
• Do not restrict the person’s movement
• Try to be aware of what may increase the person’s fear or aggression
• Allow the person time to respond, pause if needed during the conversation
Types of professionals:
• Doctors (primary care physicians)
• Psychiatrists
• Social workers, counselors, and other mental health professionals
• Addiction Counselors
• Certified peer specialists

Types of professional help:
• “Talk” therapies
• Psychoeducation
• Medication

Self-Help Strategies:
• Exercise
• Relaxation and meditation
• Peer support groups
• Self-help books based on cognitive behavioral therapy (CBT)
• Family, friends, faith, and other social networks
• Discontinuation of alcohol and other non-prescribed drugs
There are 11 Community Mental Health Centers (CMHC) in South Dakota accredited by the Division of Behavioral Health.

- Serves over 18,000 individuals annually.
- Services include emergency services, assessment services, individual, family therapy, group therapy, case management, and psychiatric services.

There are 39 Accredited Substance-Use Treatment Providers in South Dakota.

- Serves over 11,000 individuals annually.
- Services include crisis intervention, assessments, individual and group counseling, day treatment, outpatient treatment, residential and inpatient counseling.
23 Prevention Providers & Coalitions and 3 Prevention Resource Centers:

- Prevention messaging reaches over 235,000 South Dakotans.
- Focus is on substance use, mental health promotion and suicide prevention.
- Provide evidence-based services at an individual, school and community level
Scenarios

Department of Social Services, Division of Behavioral Health
- dss.sd.gov
- sdsuicideprevention.org
- betheonesd.com

SAMHSA
- samhsa.gov

National Institute of Mental Health
- nimh.nih.gov

National Alliance of Mental Illness
- Namisouthdakota.org

Helpline Center
- Helplinecenter.org