

Purpose of the Charter

This Charter delineates the core purpose, mission, vision, roles, membership, structure, and other guidelines for the Nevada 988 Crisis Response Coalition. It informs all members about how the Coalition expects to function and can help create greater synergy across the diverse membership. The Charter may be amended as needed by approval of the membership.

The core purpose of the Coalition is to be a forum where entities and individuals from across Nevada can work together in building, operating, and sustaining a statewide behavioral health safety net that embodies best practices in crisis care. The Coalition will support and augment, not duplicate, ongoing efforts at the local and regional levels. It will also coordinate with other statewide entities and initiatives involved in behavioral health crisis care to ensure synergy without duplication of efforts.

Mission

To strengthen Nevada's mental health and crisis response system through collaboration, shared learning, and coordinated advocacy.

Vision

To build and sustain a resilient, collaborative coalition of Nevada crisis and mental health community partners, united in the pursuit of attaining zero suicides in the State of Nevada. Through fostering trust, aligning on a shared purpose, and driving collective action, we aim to create measurable impact that strengthens and supports the communities we serve.

Guiding Principles

The following principles will help guide the work of the Coalition.

Principle 1: Universal and convenient access

- *Essential elements of crisis services.* The crisis care system will include the three essential elements specified in SAMHSA's National Guidelines for a Behavioral Health Coordinated System of Crisis Care: Someone to Contact (988 Lifeline and other crisis support lines);

Someone to Respond (mobile crisis teams and other outreach services); and A Safe Place for Help (crisis stabilization centers and other community-based options).

- *Universal access.* All Nevadans, regardless of insurance coverage, location, or other factors, and including underserved and marginalized populations, will have timely access to quality crisis care.
- *Reliable and timely response.* All persons may contact 988 through varying modalities (call, chat, text) based on individual needs, and will be connected to professionally trained individuals at in-state 988 crisis contact centers in a reliable, timely, and efficient manner.
- *Public awareness and engagement.* The coalition will increase the public awareness levels of 988 services, utilizing constant public messaging aligned with SAMSHA guidelines and state branding across all partners in the crisis response system. The public will understand the purpose of 988, how it works, the scope of services provided, and when to use 988 instead of 911 or 211.

Principle 2: High quality and personalized experience

- *Tailored support based on the age, culture, language, location and other characteristics of each person.* The crisis care system will provide personalized, trusted support services that are tailored to the age, culture, location and language of each person, with accommodations for individuals with disabilities.
- *Consistency with best practices.* All persons seeking crisis care will receive care in line with best practices as defined in SAMHSA's National Guidelines for a Behavioral Health Coordinated System of Crisis Care and the Zero Suicide framework.
- *Shared language about crisis and suicide risk.* Shared language about behavioral health crises and suicide risk will be used consistently throughout the crisis response system to determine the appropriate intervention and level of care for persons in crisis.

Principle 3: Connection to resources and follow-up

- *Localized response with follow-up.* As needed, persons contacting 988 will be offered immediate helpline support, connections to community-based resources, and follow-up services, utilizing warm handoffs when appropriate.
- *Resources for self-help.* Individuals will receive resources to effectively help themselves and others to stabilize crises, develop coping skills, and build resiliency.

- *Coordination across the crisis care continuum.* Persons in crisis will receive immediate care and connection to additional services in the continuum, mobile crisis response, crisis stabilization centers and appropriate post-crisis follow-up and support care that is coordinated across the crisis care continuum and is also coordinated with behavioral health and other support services as needed.
- *Coordination with acute care and emergency response services.* Persons in crisis will receive timely care that utilizes the least restrictive crisis services while prioritizing crisis relief, resolution, and prevention of further crisis. When appropriate, 988 will coordinate with local acute care, law enforcement, and other emergency response services in a manner that avoids unnecessary law enforcement involvement, emergency department use, and hospitalization.

Principle 4: Infrastructure for a high quality and sustainable crisis care system

- *Workforce development.* Effective workforce development policies and systems will enable the recruitment, training, and retention of a behavioral health crisis workforce that has the size, knowledge, and skills to provide high quality crisis care throughout Nevada.
- *Evaluation and data-driven decision-making.* Utilize the SAMHSA Model Service Definitions as a guide to collect and report data. Reporting systems and quality metrics will provide reliable data to evaluate the performance of all aspects of the crisis care system and guide continuous improvement efforts.
- *Technology.* A robust, secure, and scalable technology infrastructure will provide crisis care workers with the information and tools needed to deliver high quality coordinated services to people in crisis, while also providing the data and analytics needed to effectively manage crisis services at organizational, local, regional, and state levels.
- *Financing and fiscal sustainability.* Stable funding from local, state, and federal sources will be available to ensure the long-term sustainability of 988 and the crisis response system.
- *Expected duration of the Coalition.* This coalition is expected to operate continuously and will remain active indefinitely, adapting to needs until its purpose has been fulfilled.

Roles of the Coalition

The Coalition will serve the following roles in support of its purpose, mission, and vision.

- *Create and maintain a complete map of Nevada's crisis response system.* A comprehensive overview of all entities across the state engaged in crisis response and care services is essential. This mapping initiative must be continuously updated to reflect new services and modifications. A complete Crisis Response System (CRS) map will enable the coalition to identify gaps within Nevada's underrepresented communities and develop targeted solutions to address those disparities. Additionally, this effort will track segments of Nevada's crisis response system where providers are not yet affiliated with the coalition.
- *Facilitate communications and information sharing.* The Coalition will help facilitate communications and information sharing between all levels of the crisis response system, including between individuals and entities doing related work, between local and regional coalitions, and with other statewide entities. This includes providing a forum for the 988 administrative services organization and call center hubs to engage with the broader network of crisis care, suicide prevention, and behavioral health partners. Additionally, the Coalition will support town hall outreach and the collection of community feedback to ensure that public voices inform crisis response improvements and policy development.
- *Conduct collective analysis and planning.* The Coalition enables members to collectively assess what is working well and what could work better in the crisis response system, gaps in services and other unmet needs in each part of the state, and barriers faced in strengthening the system. It can also provide recommendations on crisis response implementation statewide and how to customize interventions to fit local needs, ensuring that community perspectives inform analysis, planning, and decision-making.
- *Promote collective action to strengthen 988 and other behavioral health crisis care services.* Through data-driven planning, the Coalition can foster the development of strategies to enhance crisis care services, address gaps in the crisis response system, overcome barriers, and address other issues that are faced in many parts of the state, and then identify opportunities to work together to execute those strategies.
- *Identify shared activities across regions and help link those efforts.* By regularly gathering and sharing information about crisis response efforts at the local, regional, and statewide levels, the Coalition can help link those efforts to optimize the use of available resources and minimize duplication of effort.

- *Raise awareness of 988.* It is vital to build public awareness of, and positive attitudes about 988 across all regions and demographic groups. This includes public knowledge about when to call 911, 988, or 211. Ongoing awareness and support of 988 also must be fostered among health and human service organizations, educational institutions, other community partners, and government officials at the local and state levels.
- *Engage in collective advocacy for key policies and resources.* The Coalition can facilitate collective advocacy for public policies, standards (e.g., shared data collection and outcome measures), funding, and other resources that are needed to fully develop and sustain a highly effective statewide behavioral health safety net.

Specific projects and activities of the Coalition to fulfill these roles will be conducted upon obtaining clear support of the membership.

Membership and Structure

Membership Criteria

Membership in the Coalition is open to all entities or individuals that agree to work collaboratively to achieve the mission and vision of the Coalition and who self-identify as a stakeholder for the 988 crisis response system in Nevada.

Decision-Making

When formal approval of the membership is required, such as adoption or amendment of this charter, the action must be approved by two-thirds of the members attending the meeting at which the action is proposed and discussed. Action items must be clearly identified on agendas so that all members have proper notice prior to an action being taken.

Structure

NAMI Nevada will identify and engage underrepresented communities, ensuring their meaningful participation within the coalition while also providing coordination and support for the coalition. These roles include maintaining the member roster, meeting support (e.g., schedule, prepare for, and facilitate meetings, then document and share results), member communications, project management to ensure work is completed between meetings to make forward progress, ensuring that people feel invested in the forum and that time is well spent, supporting role for 988 Coalition Internal Planning meetings, and coordination and support for other activities of the Coalition that fulfill the roles listed earlier in this Charter.

Workgroups or special interest groups (collectively, “subgroups”) will be formed as needed to allow Coalition projects and activities to be done more efficiently and effectively. To promote clarity and transparency, the following elements must be defined for each subgroup and communicated to all Coalition members:

- *Name and purpose of the subgroup.* This should include identifying the subgroup as either an “action” group created to perform specific projects/tasks or an “advisory” group formed to provide analysis and recommendations to the full Coalition or other entities.
- *Expected duration of the subgroup.* Identify whether the subgroup expects to operate on an ongoing basis until no longer needed, or only for a limited time or until a specific objective is achieved.
- *Membership criteria and members.* “Criteria” includes whether the subgroup is open to any Coalition member or limited to members that meet certain qualifications or criteria, plus any other guidelines affecting the composition of the group such as needing representatives from identified communities. Once the subgroup is established, a list of members participating in the subgroup should be prepared and maintained.
- *Lead convener and other roles.* Identify the person or entity that is responsible for organizing subgroup meetings and activities of the subgroup, and any other roles assigned to specific persons or entities.

Subgroups will be asked to update the full coalition on their activities, either prior to or at the next regularly scheduled Coalition meeting.

Operating Guidelines

Coalition Member Expectations

- Attend and participate in meetings and workgroups that are relevant to the constituents you represent. Come prepared for meetings and workgroups, allowing you to contribute fully and respect the time of others.
- Share non-confidential information and actively provide input to issues, strategies, and other matters being addressed by the Coalition.
- Treat each other with dignity and respect.
- Listen first to understand, and practice openness to the input received when listening.

- Act transparently and be clear if your agenda differs from the mission, vision, and/or goals of the Coalition.
- Avoid territoriality; think instead of the overall good for Nevada and the goals of the Coalition.
- Present objections regarding actions or decisions in a way that promotes mutual discussion and resolution.
- Be accountable and responsible to the Coalition when committing to doing something.
- Any member who does not adhere to these expectations will be asked to no longer participate in the Coalition.

Coalition Support Guidelines

- Facilitators will organize and conduct meetings in a manner that allows all participants to have meaningful input and to feel respected.
- Facilitators will provide agendas, and supporting information as appropriate, for Coalition meetings and workgroups far enough in advance to give members appropriate time to review the materials prior to the meeting. The standard is one week in advance whenever possible.
- Comprehensive summaries of full Coalition meetings will be made available after each meeting and will be accessible to all members. For workgroups, timing and accessibility of post-meeting materials will be determined by members of the workgroup with consent of NAMI Nevada that the group's request can be met.
- Facilitators will be available to respond to questions between meetings.

Additional Provisions

This Charter shall not be interpreted or construed to create a legal relationship, association, joint venture, separate legal entity, or partnership among the member bodies, nor to impose any partnership obligation or liability upon any member. Further, no member shall have any authority to act on behalf of or as an agent or representative of, or to otherwise bind, any other member body. Members shall not be compensated for their participation.