NATIONAL SHATTERING SILENCE COALITION

Crisis to Care

PROGRAM OVERVIEW

Severe mental illness often follows a predictable pattern: stability, decline, and a crisis that can lead to justice involvement, emergency departments, or hospitalization—followed by a return to the community where critical information is lost. Crisis to Care breaks that cycle, connecting families to trained navigators, verified resources, and the tools to advocate for their loved one at every stage in the care continuum.

1,200+	5 Cities	24 hrs	50
NSSC Families across 31 states	Navigators in training & launch	Navigator response time	State handbooks (target)

What Crisis to Care Does

NSSC's Crisis Navigation Service

— **Tailored Crisis Assessment:** trained Family Navigator responds within 24 hours to listen, assess the situation, and determine the exact level of support required.

— **Localized Pathways:** connects families to state- and county-specific resources (AOT pathways, CSBs, CCBHC networks, or Mobile Crisis escalation) as needed.

— **Documentation & Continuity:** helps families organize clinical records, medications, and history, bridging the gap between ED, hospitalization, discharge, and community care.

— **Empowerment:** equips families with advocacy skills and tools to ensure their voice is included in clinical decision-making.

Primary Record

Family-Owned Health Profile Behind C2C

— **Family Collaboration:** secure, complete record that families control and can share on their own terms.

— **Smart Resource Library & AI Navigation:** instant access to state handbooks and NSSC guides via AI Chat Assistant helping families answer questions, navigate crises, and maneuver system barriers in real time.

— **Timely Onboarding:** navigators guide families through setting up their profile when the time is right—after initial crisis de-escalation.

— **Reviewed and vetted:** Resources validated by State Policy Directors and NSSC Medical Advisors for clinical and local accuracy.

— **Multilingual:** supports translations in different languages to break down care barriers.

How It Works

Built on NSSC's Crisis to Care framework

01 Knowledge
State handbooks and NSSC resources power navigator training and the Primary Record knowledge base.

02 Network
31 State Policy Directors keep local statutes and crisis pathway information accurate and up to date.

03 Navigation
Trained Navigators respond within 24 hours, provide customized guidance, and assist with Primary Record setup.