

**Pre-escalation: Serving Individuals Who are in Distress, Experiencing a crisis,
or Exhibiting Signs of a Mental Illness**

Do you ever find yourself in a situation that you feel started off badly and only got worse? Have you wondered what you could have said and done to have prevented things from escalating?

This training will give you tools and skills regarding best practices in communicating effectively. You will learn basic information about signs and symptoms of various mental illness. We will explore techniques to interact in effective and compassionate ways. You will learn how to communicate clearly, honestly, and humanely while honoring safe and professional boundaries.

Brad Taylor is the Mental Health Specialist for the City of Portland, where he works in a training and advisory role for the City, sharing his expertise and helping to shape policy as it involves mental health issues. He also conducts outreach to community group, providing a bridge between the mental health community and the City.

He has twenty years of experience working with vulnerable populations within the Portland Metro area. He has worked as a Mobile Mental Health Crisis responder in Multnomah County for Project Respond, partnering with police to conduct risk assessments and offer support to individuals experiencing a mental health crisis. While working for Cascadia Behavioral Healthcare, he developed and managed a harm reduction homeless outreach team that strove to build relationships with houseless individuals who live with a chronic mental illness and that worked to connect them to services and housing. As a Homeless Outreach Worker with JOIN, he helped individuals living outdoors to obtain and maintain permanent housing. Brad has also served as a Crime Prevention Coordinator for the City of Portland, helping to organize community members to address concerns in their communities while also collaborating across multiple governmental agencies to help solve problems. He is currently the Board Chair of Street Roots, a weekly newspaper in Portland Oregon that creates income opportunities for people experiencing homelessness. Brad is also a writer and photographer and is most proud of his role as a dad.

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