

988 Suicide Prevention and Mental Health Crisis Lifeline for Montana

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Special Populations
BHDDD

- ▶ The Lifeline is accessible through the toll-free number 988 by any cell phone, land line, or voice-over internet
 - ▶ Who can call 988?
- ▶ The Lifeline operates **24 hours per day, 7 days per week.**
- ▶ The Lifeline program contains three primary elements:
 - ▶ A national network of over 200 independently operated and funded local call centers;
 - ▶ Nine national backup centers; and
 - ▶ A single national system administrator
- ▶ The former 10-digit number, 1-800-273-TALK(8255), is still available

What is 988?

What Will 988 Do?

- ▶ Connect a person in a mental health and/or substance use crisis to a trained counselor;
- ▶ Reduce health care spending with more cost-effective early intervention;
- ▶ Reduce use of law enforcement, public health, and other safety resources;
- ▶ Meet the growing need for crisis intervention at scale; and
- ▶ Help end stigma toward those seeking or accessing mental healthcare.
- ▶ Connect individuals with community-based crisis care

The Crisis Now Model

Someone to Call



Someone to Respond



Somewhere to Go



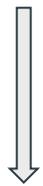


Accredited Lifeline Call Centers

- ▶ Call centers have written policies and guidelines addressing referral, training, and suicide risk assessments
 - ▶ Trained crisis workers answer calls.
- ▶ Participate in national Lifeline evaluation activities
- ▶ Montana's Lifeline Call Centers have the top service level in the nation
 - ▶ 96% in-state answer rate (Oct-Dec 2021)
- ▶ Expected 30 percent (+/-) increase in call volume with 988 implementation.

Montana Crisis Call Centers

Voice of Hope



**Local Number
Lifeline
211**

Help Center 211



**Local Number
Lifeline
211**

Lifeline Call Center



Lifeline

988 and 211 in Montana

- ▶ All Lifeline Call Centers in Montana utilize 211's local resource and referral listings
 - ▶ Memorandums of Understanding (MOUs)
 - ▶ Mobile crisis response teams
 - ▶ Crisis stabilization facilities
 - ▶ Emergency departments
 - ▶ 911 Public Safety Answering Points (PSAPs)
- ▶ Facilitate real-time dispatch and coordination of crisis services.

Implementing 988 in Montana

- ▶ Montana's 988 Implementation Plan
 1. 24/7 statewide coverage
 2. Strategies for supporting funding Streams
 3. Center capacity building to maintain target in-state/territory answer rates
 4. Support crisis centers in meeting Lifeline's operational standards, requirements, and performance metrics
 5. 988 implementation coalition
 6. Maintain a comprehensive, updated listing of resources, referrals, and linkages; plan for expanded services
 7. Provide best practice follow-up to 988 callers/texters/chatters
 8. Consistency in public messaging

Call Center Capacity Building

- ▶ ARPA and General Funds (2022-2025)
- ▶ SAMHSA 988 Capacity Building Grant (2022-2024)
- ▶ Adding chat and text
- ▶ Montana's performance relative to the rest of U.S.—phenomenal!

Phase 2 - Focus of Effort

- ▶ Maintain call center performance for calls, chats and texts at, or above, Lifeline standard of 90 percent call handling, 24/7.
- ▶ Collect and report data on 988 call volume increases and call center performance metrics to SAMHSA.
- ▶ Continue to monitor and refine formalized crisis referral pathways to ensure air traffic control level of crisis management statewide.
- ▶ Pursue sustainable funding models beyond 2022-2025 grant period.
- ▶ Public Messaging
 - ▶ See <https://dphhs.mt.gov/suicideprevention/988>

Questions?

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