988 in Delaware

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SEOW MEETING
AUGUST 22, 2023
What is 988 and why does it matter?

How does Delaware implement 988?

The Big Picture: Strengthening the Crisis Continuum
On July 16, 2022, the National Suicide Prevention Lifeline (1-800-273-8255) transitioned to an easy-to-remember, three-digit number (988).
Development of the National Suicide Prevention Lifeline & 988

2001
Congress appropriates funding for suicide prevention hotline; SAMHSA awards competitive grant to establish a network of local crisis centers

2005
National Suicide Prevention Lifeline (Lifeline) was launched with number 1-800-273-TALK

2007
SAMHSA and VA partner to establish 1-800-273-TALK as access point for the Veterans Crisis Line (VCL)

2013
Lifeline began incorporating chat service capability in select centers

2015
Disaster Distress Helpline was incorporated into Lifeline cooperative agreement

2020
National Hotline Designation Act signed into law, incorporating 988 as the new Lifeline and VCL number

2020
FCC designates 988 as new three-digit number for suicide prevention and mental health crises

2021
988 Planning Grants awarded to all 50 states & territories

2022
988 soft launch Telecom companies to route 988 to the Lifeline by July 16.
SAMHSA Five-year Vision for 9-8-8

2023
Horizon 1: Crisis Contact Centers
"Someone to call"
90%+ of all 9-8-8 contacts answered in-state by 2023.

2025
Horizon 2: Mobile Crisis Services
"Someone to respond"
80%+ of individuals have access to rapid crisis response by 2025.

2027
Horizon 3: Stabilization Services
"A safe place to go for crisis care"
80%+ of individuals have access to community-based crisis care by 2027.

Note: SAMHSA continues to refine the 9-8-8 national benchmarks.
Why Mental Health Crisis Continuum Expansion is Timely

National suicide rate rose by 30% from 2000 to 2020.

In Delaware, someone dies by suicide every 3 days.

Youth suicidal ideation & attempts increased during the COVID-19 pandemic.

For every person who died of suicide, 316 people seriously considered it.

Nearly a quarter of people killed by police had a known mental health illness.
How 988 Works (New “Press 3” Option)

Press “1”: Veteran Crisis Line
Press “2”: Spanish language sub-network
Press “3”: LGBTQ+ youths (<Age 25) support

Stay on the line: Route to local crisis center based on area code
How 988 Works (Text & Chat)

What Happens When I Chat or Text with the Lifeline?

1. First, you'll see a wait-time message while we connect you to a crisis counselor.

2. If demand is high, you can always look at our "Helpful Resources" below, or call the Lifeline at 988.

3. A counselor will answer your chat or text.

4. This person will listen to you, understand how your problem is affecting you, provide support, and share resources that may be helpful.

Your conversations are free and confidential.

Pre-Chat Survey

- [ ] Zip Code
- [ ] Name/Alias
- [ ] Age
- [ ] Gender Identity
- [ ] Transgender
- [ ] Main Concern
- [ ] Thoughts of Suicide
- [ ] How Upset Are you (1-5)
- [ ] Phone Number (Optional)

https://988lifeline.org/chat/
### How 988/Lifeline works differently from 911

<table>
<thead>
<tr>
<th>911</th>
<th>988</th>
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<tbody>
<tr>
<td>911 is nationally known number to receive emergency calls and send first responders for fire, ambulance, and police responses.</td>
<td>The new 988 number connects individuals in mental health crisis with a mental health counselor.</td>
</tr>
<tr>
<td>911 operator takes the call and dispatches police, fire, or ambulance within seconds.</td>
<td>Most 988 calls will be resolved by phone/text/chat. Only 5-10% of calls require dispatching a mobile crisis team.</td>
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<tr>
<td>A typical 911 call lasts less than a minute.</td>
<td>A typical 988 call lasts about 16 minutes.</td>
</tr>
<tr>
<td>No required follow-up post-incident.</td>
<td>People with higher risk for suicide can consent to a follow-up call within 24-72 hours from a crisis counselor to discuss next steps and resources.</td>
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Agenda

- What is 988 and why does it matter?
- How does Delaware implement 988?
- The Big Picture: Strengthening the Crisis Continuum
HB 160 Signed into Law: August 2023

- 988 Telecom Surcharge ($.60)
- BH Crisis Services Intervention Board
- BH Crisis Intervention Services Fund
Delaware 988 Planning Process

1. Analyze & Engage
   - Establish 988 coalition
     - Mar. 2021
   - Landscape analysis
     - April - July

2. Explore & Envision
   - Monthly coalition & workgroup meetings
     - Apr–Sep
   - Cross-Agency Planning
     - Jan-Jul 2022
   - 988 Plan submitted to SAMHSA
     - Jan 2022

3. Strategize & Act
   - Cross-Agency Planning

4. Implement, Coordinate, Improve
   - Year 1: Capacity Building, Data Collection, Coordination
     - Jul 2022- Jun 2023
   - 988 Launch
     - July 2022
BEHAVIORAL HEALTH CRISIS CALLS, 2022

<table>
<thead>
<tr>
<th>ENTITY</th>
<th>CALLS in 2022</th>
<th>PER MONTH</th>
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<tbody>
<tr>
<td>ContactLifeline (NSPL line)</td>
<td>4,166</td>
<td>347</td>
</tr>
<tr>
<td>DSAMH Adult Crisis Lines</td>
<td>14,159</td>
<td>1,180</td>
</tr>
<tr>
<td>Child Crisis Line</td>
<td>5,589</td>
<td>466</td>
</tr>
<tr>
<td>Total</td>
<td>23,914</td>
<td>1,993</td>
</tr>
</tbody>
</table>

Predicted 988 volume in Year 1:
Calls: 9,300 (range 6,000-11,000)
Chats & Texts: 6,600
Year 1: 988 Call Volume

988 Calls Routed - June 2022- June 2023

US: +36% than June 2022
DE: +45% than June 2022

Year 1: Actual Call Volume vs Prediction

Call Volume - Year 1
Projected - Low scenario
Projected - Moderate Scenario
Projected - Significant Scenario
Trends in Text/Chat originating in Delaware*

(*based on area code for texts, self-indicated zip code for chat)
Future State: Statewide BH Crisis Communication Center (BHCCC)

A caller dials 988
1-800-273-TALK
1-800-652-2929
1-800-345-6785

The call is answered by an intake specialist

A warm handoff if made to a crisis intervention specialist or an appropriate agency and if necessary, a mobile crisis team is dispatched

2022-2023
- Accreditation & onboard as 988 center
- 988 legislation
- Tech platform
- Implementation plan

2023-2024
- Go live as 988 backup center
- Onboard/train
- Clinical protocols
- Consolidate crisis numbers

2024-2025
- Interagency MOUs
- 911/988 protocol
- QI oversight
- Baseline KPIs/dashboard
- Marketing campaign

2025-2026
- Crisis system full implementation
- Monitoring & improvement
988 Communications

- DHSS 988 Website Launched: DE.gov/988
- “Preparing for 988 in Delaware” factsheets
- Briefings (in-person, virtual, written)
- E-Newsletters (Winter 2022, Spring 2023)
- 988 Promo Material
- (Coming Soon) 988 Public Campaign

Wallet Cards  Stickers  Note Cards  Posters
No Wrong Door:
All existing crisis services in Delaware will continue

ContactLifeline (NSPL):
1-800-262-9800 or 988

Adult Crisis Intervention Services (CIS)
1-800-652-2929 (Northern DE)
1-800-345-6785 (Southern DE)

Delaware Hope Line
1-800-9-HOPEDE

Youth Crisis Support
1-800-969-4357

Crisis Text Line
Text DE to 741-741
● What is 988 and why does it matter?
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Crisis Service Assets in Delaware

- **24/7 Crisis Call Centers**
  - ContactLifeline/988
  - Adult crisis (DSAMH - CIS)
  - Youth crisis (DGS)

- **Mobile Crisis Teams**
  - Adult crisis (DSAMH - CIS)
  - Youth crisis (DGS)

- **Crisis Receiving Facilities**
  - 23-hr crisis beds
  - IMD (psych hospitals)
  - Emergency rooms
National Guidelines for Behavioral Health Crisis Care Continuum

Someone to Talk to  Someone to Respond  Somewhere to Go

Source: Crisis Now/National Association of State Mental Health Program Directors (NASMHPD)
Thank You for Being a Delaware 988 Partner!

Resources

• Delaware 988 website: de.gov/988


• 988 Crisis Learning Community Jam https://talk.crisisnow.com/
Questions?

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