3C SESSION

SAMHSA’s 988 Crisis Systems Response Training and Technical Assistance Center: Crisis Community Collaboration

November 28, 2023
The Substance Abuse and Mental Health Services Administration (SAMHSA) has selected Altarum to provide training and technical assistance support to states, territories, tribal nations and organizations, and community partners across the 988 Suicide and Crisis Lifeline and crisis continuum of care. Along with our partners, W2 Consulting Corporation and Change Matrix, LLC, who have extensive experience with crisis services, technical assistance, and health equity, the Crisis Systems Response Training and Technical Assistance Center (TTAC) was formed to support the continued growth of 988 Lifeline and build a more robust crisis care system.
Agenda

• Welcome
• Introductions
• 988 & Behavioral Health Crisis Coordinating Office Priorities
• Discussion of SAMHSA and key partner roles
• Office updates
• Overview of the TTAC and goals, including how training and TA differs across the crisis TTAC, SAMHSA GPOs, and the Lifeline administrator
• “Thought Exchange” session
• Moderated Question & Answer session related to the information shared
• Time for reflections about webinars and activities within the last month
• Preview of activities to come
SAMHSA 988 & BHCCO Leads

Monica Johnson, M.A., LPC  
Director of the 988 & Behavioral Health Crisis Coordinating Office

John Palmieri, M.D., M.H.A.  
Deputy Director of the 988 & Behavioral Health Crisis Coordinating Office

Charissa Pallas  
Division Director of Communications for the 988 & Behavioral Health Crisis Coordinating Office

Jill D. Mays, M.S., LPC  
Division Director of Crisis System Transformation for the 988 & Behavioral Health Crisis Coordinating Office
SAMHSA’s Priorities

- Preventing Substance Use and Overdose
- Enhancing Access to Suicide Prevention and Mental Health Services
- Promoting Resilience and Emotional Health for Children, Youth, and Families
- Integrating Behavioral and Physical Healthcare
- Strengthening the Behavioral Health Workforce

Equity
Trauma-Informed Approaches
Commitment to Data and Evidence
Recovery

SAMHSA’s Priorities

988 CRISIS SYSTEMS RESPONSE
TRIAGING & TECHNICAL ASSISTANCE CENTER
Funded by the Substance Abuse and Mental Health Services Administration
The Role of SAMHSA: The 988 Lifeline and Behavioral Health Crisis Services Transformation

Serve as **lead federal organization** of the **988 Suicide & Crisis Lifeline**

- Manage cooperative agreement with the 988 Lifeline network administrator
- Provide funding to help administrator, states, territories, and tribes strengthen 988 Lifeline services
- Align and coordinate 988 Lifeline communication with external partners and network administrator
- Lead awareness building and behavior change campaigns

Serve as **lead federal organization** for **behavioral health crisis services transformation**

- Articulate long-term vision for crisis services
- Coordinate federal action within SAMHSA, across HHS, and with federal partners
- Drive strategic partnerships with states, territories, tribes, and external partners
- Disseminate data and quality standards
- Monitor, evaluate, and communicate effectiveness
Overview

• Rapid development of crisis continuum of care
• Role responsibility changes within the system
  o SAMHSA/HHS and Federal Partners
  o Vibrant Emotional Health, The 988 Network Administrator
  o State Behavioral Health Authorities & Government Leaders
  o Crisis Contact Centers
New Grants:
- 988 State/Territory Cohort 2
- 988 Tribal Response cohort 2
- 988 Crisis Center Follow Up (10 cooperative agreements)
- All awarded states, territories, tribes, and crisis centers can be found at: [www.samhsa.gov/grants](http://www.samhsa.gov/grants)
Federal Funding to Lifeline ($, millions)

Not exhaustive – highlights select funding years and does not include all supplemental funding awards

- $23M includes the President’s FY 2021 budget allocation (excludes 3–year COVID supplement of $32M)
- $432M includes the President’s FY 2022 budget allocation of $102M, $180M from the American Rescue Plan, and $150M from the Bipartisan Safer Communities Act
- $502M includes the FY 2023 Omnibus Appropriations for the Lifeline allocation of $502M and an additional $200M funding for states, territories, and tribes to build local capacity

$152M sent to states and territories and $17M sent to tribes to build staffing across states’ local crisis call centers through grants.

### Federal Funding

- **FY 2007**: $2.9M
- **FY 2012**: $3.7M
- **FY 2015**: $6.2M
- **FY 2018**: $6.6M
- **FY 2021**: $23M*
- **FY 2022**: $432M**
- **FY 2023**: $502M***
The Role of Vibrant as Network Administrator

SAMHSA funds Vibrant Emotional Health, a national non-profit, to manage, enhance, and strengthen the Lifeline. The Lifeline routes individuals in the United States to a network of more than 200 certified crisis centers, which link to local emergency, mental health, and social services resources. Vibrant must maintain the current Lifeline infrastructure, activities, and network of crisis centers including, but not limited to, all telephone, chat, and text-based services.

Challenges/Opportunities
- Scope & Role Clarification
- Relationship w/Crisis Contact Centers
- Rapid internal growth
- Navigating state government systems
- Data Discrepancies
States & Territories Crisis Systems Development Challenges

Progressive/Advanced Systems

- Mature crisis continuum in place (crisis contact center(s), an array of intensive outpatient services, crisis stabilization, centralized dispatch for mobile crisis, mobile crisis and co-responder teams, preferred points of entry, utilization of peer services, co-occurring MH/SU/IDD expertise, covers age span and specialized populations, etc.)
- Leverages technology for coordination of the system
- Clear provisions for expectations (e.g., standards and key performance indicators; monitoring system)
- Clear lines of authority/accountability
- Strong stakeholder collaborations, legislative support, and leverages multiple funding streams

Adequate/Competent Systems

- Fundamentals in place to leverage 988 and new funding opportunities to advance to progressive model
- Crisis Contact Centers are experienced but may not have direct oversight by the state; less accountability
- Has components of intensive outpatient services and crisis services but not 100% coordinated
- Strengthening existing partnerships for innovative approaches to crisis care and has local buy-in for enhanced funding

Novice Systems

- Limited to no coordinated continuum; may have parts of the service system but each part operates separately with limited to no accountability
- Lack of coordination, oversight, accountability, poor relationships with contact system
- Limited statewide crisis or intensive outpatient services and fragmented continuum
- Lack of local support for funding and legislation
The Role Of State Behavioral Health Authorities & Government

- Ensure local capacity to answer 988 contacts 24/7
- Build local capacity to ensure availability of crisis services and access to care
- Secure funding, legislation, or appropriations for crisis services continuum
- Lead coordination efforts between crisis contact centers, provider network, local stakeholders, advocacy, and federal government
- Lead innovation efforts to advance states’ access to crisis continuum services
- Provide oversight and accountability of funding, services, outcomes, performance and health of the crisis network
# State 988 Legislation

## State Legislation by the Numbers

- **8** states have a 988 fee
- **9** states created a 988 advisory board
- **14** states established a 988 trust fund
- **8** states strengthened crisis care
- **7** states are studying 988 financing or insurance coverage gaps in crisis system capacity
- **29** states passed appropriations for any of the three core crisis services

Examples of Common Issues:

• Data discrepancies
• Miscommunication
• Challenges with building complex systems within states
• Lack of relationships between crisis contact center & state authorities
• Authority and oversight gaps/challenges
• Local political climates
• Role clarity
States & Territories Crisis Systems Development Challenges

Actions/Opportunities

• Providing educational and technical assistance support for individual states related to data discrepancies and other issues raised

• Actively working on improving communication and visibility of existing mechanism for information exchange (grantee meeting, office hours, 988 TTAC, site visits, convenings, etc.)

• Leveraging 988 TTAC for support and training for complexity with crisis transformation and 988 implementation challenges. (e.g., policy academies)

• Encouraging states and contact centers to develop meaningful relationships and collaborations

• Leveraging trade associations, e.g., National Association for State Mental Health Program Directors (NASMHPD) for communication

• Underscoring existing mechanisms for official communication channels
988 Partner Communication Efforts

Goal: Coordinated and Aligned Communication About 988

Driving a Common Narrative
We recognize the need to speak with one voice to ensure there is a clear understanding about what the 988 Lifeline is and how it works.

Role of Partners Across the Country
We encourage building on the SAMHSA messages and FAQs with your state, local, territory, tribal, or community coalitions, to meet the needs of your specific audiences.
One-Stop-Shop for 988 Lifeline Resources

- URL: [www.samhsa.gov/988](http://www.samhsa.gov/988)
- About 988
- Partner Toolkit
- Performance Metrics
- Lifeline History
- Funding Notice
- Jobs: [www.samhsa.gov/988jobs](http://www.samhsa.gov/988jobs)
Visit [www.samhsa.gov/find-help/988/partner-toolkit](http://www.samhsa.gov/find-help/988/partner-toolkit) to access materials and to sign up for the latest 988 Lifeline news.
Establish body of formative research on KABs among populations at higher risk of/disproportionately impacted by suicide about: suicide prevention and mental health, use of 988/other help-seeking behaviors, motivating factors and barriers to help-seeking, as well as identifying influencers and trusted messengers.

- **Coordinating Partners:** Action Alliance, SPRC, and Ad Council Research Institute
- **Target Publication Date:** Fall 2023, publish audience-specific research findings and toolkits
- **Methodologies:**
  - SME interviews (6 total) – complete
  - Qualitative research – In-depth interviews (61 – 10/each audience group) – complete
  - Quantitative research (of 8 audience groups) – online surveys (~5,000) – complete
- **Populations at Higher Risk of/Disproportionately Impacted by Suicide:**
  - American Indian and Alaska Native youth and young adults (ages 13–34)
  - Black youth and young adults (ages 13–34)
  - Hispanic youth and young adults (ages 13–34)
  - People who attempted suicide/experienced serious thoughts of suicide in their lifetime (ages 18+)
  - LGBTQI+ youth and adults (ages 13–49)
  - Rural older men (ages 49+)
  - People with disabilities (ages 13+)
  - AANHPI (ages 13–34)
- **Trusted messengers/influencers for the above populations**
  - Target publication date: early 2024
  - Mothers/primary caregivers; siblings; friends; spouses/partners
Serve as Lead Federal Organization for Behavioral Health Crisis Services Transformation

Improve **five core system outcomes** related to behavioral health crisis services

<table>
<thead>
<tr>
<th>ACCESS</th>
<th>EXPERIENCE</th>
<th>QUALITY</th>
<th>COST AND PAYMENT</th>
<th>AWARENESS &amp; UTILIZATION</th>
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<tr>
<td>People in crisis have timely and equitable access (by race, ethnicity, geography) to crisis services</td>
<td>People in crisis &amp; crisis providers report seamless, trauma-informed care experience</td>
<td>People in crisis experience high-quality, evidence informed, effective care across the crisis continuum</td>
<td>Local crisis systems have efficient and sustainable crisis services in place</td>
<td>People in crisis and crisis providers are aware of and utilize appropriate crisis resources</td>
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988 & Crisis System Evaluation

Contractor: Aptive, ICF (subcontractor)

Period of Performance: 5-year award, 9/15/23 to 9/14/28

Purpose: To assess utilization of the 988 Lifeline & various aspects of the crisis services continuum, as well as clinical, service, and impact outcomes, w/ particular attention to inequities that may exist across these outcome measures.

3 Evaluation Types:
• System-Level Evaluation: designed to capture the ways in which the crisis system works together to respond to the needs of those experiencing behavioral health crisis, as well as gauge overall changes in service utilization, care costs, and key clinical and functional outcomes that result from 988
• Client-Level Evaluation: measures the influence of 988 on individual outcomes and service utilization over time
• Impact Evaluation: highlights changes in suicide- and overdose-related morbidity and mortality that result from 988
988 Training and Technical Assistance Center

Provide training and technical assistance support to federal grantees, states, territories, tribal nations, tribal organizations, urban Indian health organizations, crisis centers, behavioral health provider organizations, health systems, and first responder partners in the following domains:

- Implementation of crisis services in line with the *SAMHSA 2020 National Guidelines for Behavioral Health Crisis Care Best Practices Toolkit*;
- Utilization and integration of evidence-based and evidence-informed practices, including services that are culturally responsive across the lifespan and that address suicide prevention and the integration of mental health and substance use crisis service needs;
- Sustainability and alignment of practices that address key drivers of crisis system advancement, including workforce, financing, technology, and data exchange; and
- Applying an equity frame in the design and evaluation of crisis systems of care.
Training and Technical Assistance Landscape

Grants Project Officers

Crisis Systems Response National Training and Technical Assistance Center

Local, state/territory, Tribal TA

Vibrant Network Resource Center and Center Engagement and Training

Other SAMHSA and Federal partner TA and Centers of Excellence

https://www.samhsa.gov/practitioner-training
Thought Exchange Process

1) The first step is to share your thoughts to the following question:

What would effective communication and collaboration look like between systems on Federal, State, Lifeline, and Local levels for crisis response systems?

2) The second step is to star the thoughts of others. Ideally you will star 30 thoughts.

Share as many thoughts as you would like and know that you will remain anonymous.

As thoughts are shared and starred, they will be organized by theme. The data will show thoughts that were offered by the most people and thoughts that rated highly. This gives us thoughts that are shared less, but very important.
What would effective communication and collaboration look like between systems on Federal, State, Lifeline, and Local levels for crisis response systems?
Upcoming Events:

**Webinars:**

**Connecting to Serve: Promising Practices for 988 & 911 Collaboration Webinar Series**

**Session 2: Engaging with Your State on 988 & 911 Coordination**

December 14 @ 1:00-2:00 PM EST

- Office Hour immediately following from 2:00-3:00 PM EST
  - To include a Q&A session and an opportunity for individualized TA
- Registration Link:
  [https://us06web.zoom.us/webinar/register/WN_pMEnKhfHQSOicps9P9Nfng#/registration](https://us06web.zoom.us/webinar/register/WN_pMEnKhfHQSOicps9P9Nfng#/registration)

**Current Crisis System Implementation: Successes and Challenges**

January 10 @ 1:00-2:00 PM EST

- Registration Link:
  [https://us06web.zoom.us/webinar/register/WN_YWw8sP7VSG2zw5xzpJX4gg#/registration](https://us06web.zoom.us/webinar/register/WN_YWw8sP7VSG2zw5xzpJX4gg#/registration)

**Next 3C Session:**

December 20 @ 1:00-2:00 PM EST
Contact Information

SAMHSA's 988 CSR TTAC

• support@988crisisttac.org
• 844-464-8338 (toll free)

Subscribe to the CSR-TTAC contact list to get the latest 988 news and invitations to our events, or use the QR code to the left:
https://lp.constantcontactpages.com/sI/aUMAyq2

Crisis Systems Response Training and Technical Assistance | SAMHSA

This project is supported by the Substance Abuse and Mental Health Services Administration (SAMHSA), the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. The Crisis Systems Response Training & Technical Assistance Center works in conjunction with the 988 Suicide & Crisis Lifeline. In 2020, Congress designated the new 988 dialing code to be operated through the existing National Suicide Prevention Lifeline. SAMHSA sees 988 as a first step towards a transformed crisis care system in America. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of SAMHSA or the 988 Suicide & Crisis Lifeline.