WEBINAR

Connecting to Serve: Promising Practices for 988 & 911 Collaboration Webinar Series Session 3: Rural, Urban, and Tribal Communities Approaches to Collaboration

February 15, 2024

CRISIS SYSTEMS RESPONSE

SAMHSA
Substance Abuse and Mental Health Services Administration

Funded by the Substance Abuse and Mental Health Services Administration
Disclaimer

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The Substance Abuse and Mental Health Services Administration (SAMHSA) has selected Altarum to provide training and technical assistance support to states, territories, tribal 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.
Learning Objectives

• Utilize promising practices to engage with collaborative 988 and 911 partners such as
  • Local Public Safety Answering Points (PSAPs), Mental Health Providers, State Mental Health and Substance Abuse Authorities, and Emergency Responders
  • Conceptualize challenges and identify solutions around the implementation of 988 and 911 collaborative efforts
  • Identify resources available for establishing collaborative partnerships
As the Chief of Crisis and Justice Initiatives with SAMHSA’s 988 and Behavioral Health Crisis Coordinating Office, Tiffany serves as an advisor to the 988 director and other members of SAMHSA’s senior leadership in planning and determining policy, programs, and activities that address complex challenges in coordination of 988 crisis centers with law enforcement, 911 call centers, and emergency medical service providers. She also develops, recommends, and implements programs and provisions of guidance related to improving crisis response and equitable access to services for individuals with behavioral health needs that minimize unnecessary law enforcement involvement and promotes diversion from the justice system.

Before joining SAMHSA, Tiffany directed the Mental Health and Justice Project which focused on improving behavioral health crisis responses in state and local governments for Pew Charitable Trusts. Prior to Pew, she served as the Director of Strategic Planning and Research Development in the District Court Administration for the Superior Court of Fulton County, Georgia, where she was responsible for building the court’s capacity by developing policies, programs, and processes to enhance the administration of justice and increase access to justice for all. Tiffany also held several positions in grant management, research, strategic planning, public relations, and communications in nonprofit, government, and education organizations.

Tiffany also holds a bachelor’s degree in organizational leadership and a Master of Business Administration in Innovation from Mercer University.
• Betsy Schuster serves as the Vice President of Program Development at the Helpline Center. Betsy's passion lies in driving system change and fostering increased collaboration between agencies to ensure more coordinated services for individuals across South Dakota. She collaborates closely with community partners and funding agencies to secure the necessary resources and support for these initiatives.

• Betsy holds a Bachelor of Arts degree in Government/International Affairs from Augustana University and a Master of Science in Administration Services with a focus on Organizational Leadership from USD. Betsy's professional credentials include being a Certified Resource Specialist (CRS) from the Alliance of Information and Referral (AIRS) and holding the Crisis Worker Certification from the American Association of Suicidology (AAS).
• Caroline Crehan Neumann is a Crisis Services Coordinator in the Mental Health Services Section at the Department of Health Services. She works to support the 988 Suicide and Crisis Lifeline and other crisis services in Wisconsin.

• Outside of her work at DHS, she sees clients for therapy in private practice and volunteers with Madison Street Medicine, providing behavioral health care to individuals who are homeless.
• Joshua DeBartolo serves as the Senior Manager of Community Integration for the Oklahoma Department of Mental Health and Substance Abuse Services. In his current role he oversees Public Partnerships & Advocacy Relationships, Oklahoma Tobacco Settlement Endowment Trust HSI Grant, and Liaison to Oklahoma Tribal Nations.

• Josh has worked in several roles in the behavioral health field since 2016: starting out as an intern and has direct care experience. Josh attended the University of Oklahoma where he received both his bachelor's and master's degree in human relations.

• Josh is also a Tribal Citizen of the Comanche Nation, and in his personal time is actively engaged in the local Tribal Community.
• Tony Stelter is a Licensed Professional Counselor and recently (this week) began his role as the Chief of Statewide Crisis Services for the Oklahoma Department of Mental Health and Substance Abuse Services. Prior to this role Tony worked for Solari Crisis and Human services serving as the Director of Oklahoma’s 988 Contact Center for the state of Oklahoma.

• Tony has 13 years of experience in behavioral health in inpatient, outpatient, advocacy, and crisis services.
The Helpline Center

The Helpline Center has been helping South Dakotans in need since 1974.

- 211 Helpline including responding to disasters
- 988 Lifeline
- Volunteer Connections
- Suicide Prevention and Aftercare Services
- Family Support Program

Mission: making lives better by giving support, offering hope and creating connections all day, every day.
South Dakota — Laying the Foundation

- 66 counties
- Population: 900,000ish
- Rural areas with growing urban areas
South Dakota — 33 Independent PSAPs
988 in South Dakota

- 988 is answered by the Helpline Center and staffed by individuals with advanced degrees and experience in behavioral health.

- 988 provides supportive follow-up calls to callers and can include follow-up calls from mobile crisis team referrals, discharges from inpatient units or other programs to support care coordination.

- Partner with 911 Public Safety Access Points, outpatient behavioral health providers, psychiatric inpatient units, stabilization units and appropriate regional facilities.

- On average, 97% of calls received by trained crisis counselors in a 988 setting can be de-escalated on the phone, reducing the need to dispatch law enforcement in situations that do not have safety concerns.
Help is 3 Numbers Away

211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:
- Food
- Housing and Shelter
- Utility Assistance
- Healthcare Services
- Government Services

211 also can connect people with information and referrals for:
- Transportation
- Legal Services
- Support Groups
- Disaster Aftercare

988 provides crisis support for:
- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress

911 provides first responder dispatch for:
- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation
1. **TRUST** – the Helpline Center was a known name with our work in 211, disasters, and the NSPL

2. **TIME** – lots of explaining and asking questions to understand both sides of operations

3. **TRAINING** – training of both 988 and 911 staff to build trust
   - Our team had the opportunity to do a ride along with PD to see how they see 911 dispatches
   - We got to every new 911 Dispatcher Certification course – this is a required course for every 911 dispatcher within the first year of dispatching

4. **TANGIBLE** – show data that warm transfers from 911 to 988 work
The 988 line launched on July 18th, 2022 nationwide. When South Dakotans call or chat 988, they are connected to 988 counselors at the Helpline Center. They listen, assess, provide support and connect to additional resources as needed. The Helpline Center also answers crisis calls that are transferred from local 911 centers in SD.

Public Dashboard

Overview
Demographics
Crisis
Geographies
Map

The selected time period is colored TEAL in the graph of daily contacts below.

The primary issue that the contact is identified as having by our 988 counselors:

- Suicide: 2229 (25.4%)
- Relationship/Family Issues: 1398 (16.0%)
- Anxiety: 1384 (15.6%)
- Depression: 1202 (13.7%)
- Substance Use: 580 (6.6%)
- Grief/Death: 385 (4.4%)
- Medical Diagnosis: 253 (2.9%)
- Basic Needs: 239 (2.6%)
- Self Harm: 200 (2.3%)
- Schizophrenia: 182 (2.0%)
- Financial Struggles: 148 (1.6%)
- Other Mental Health: 105 (1.2%)
- PTSD: 104 (1.2%)
- Domestic Violence: 75 (0.9%)
- Legal: 72 (0.8%)
- Bipolar: 66 (0.7%)
- Bullying: 63 (0.7%)
- Suicide Survivor Related: 35 (0.4%)

Contact Type

The categorization of the contact by our trained crisis workers. One contact type is identified per contact.

- Listening and Support: 4594
- Crisis: 3274
- Information: 2612
- Referral: 245
### Helpline Center - 988 / 911 Law Enforcement / Dispatch Report

**July 16th, 2022 - February 6, 2024**

#### 988

- **Crisis / L+S Outcome**
  - First-Party Contact: Stabilized - Internal Support: 36
  - Third-Party Contact: Stabilized - Internal Support: 25
- **% Stabilized**: 96.57%
- **% Dispatched**: 3.43%

#### 911

- **Crisis / L+S Outcome**
  - First-Party Contact: Stabilized - Internal Support: 16
  - Third-Party Contact: Stabilized - Internal Support: 18
- **% Stabilized**: 94.12%
- **% Dispatched**: 5.88%

#### Law Enforcement Response

<table>
<thead>
<tr>
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<th>988</th>
<th>911</th>
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<tbody>
<tr>
<td>Co-Responder</td>
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<td>3</td>
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<tr>
<td>Mobile Crisis Team</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Refused to Provide</td>
<td>3</td>
<td>4</td>
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<td></td>
<td><strong>Total</strong></td>
<td><strong>Total</strong></td>
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<td><strong>26</strong></td>
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#### Law Enforcement Outcome

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<th>911</th>
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<tbody>
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<td>De-escalated, encouraged to reach out again</td>
<td>77</td>
<td>1</td>
</tr>
<tr>
<td>Not Located</td>
<td>56</td>
<td>7</td>
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<tr>
<td>Transported - Mental Health Hold</td>
<td>55</td>
<td>1</td>
</tr>
<tr>
<td>Transported - No Mental Health Hold</td>
<td>64</td>
<td>2</td>
</tr>
<tr>
<td>Refused to Provide</td>
<td>12</td>
<td>3</td>
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<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>Total</strong></td>
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<td><strong>194</strong></td>
<td><strong>30</strong></td>
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<tr>
<td>Monument</td>
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<tr>
<td>Jail</td>
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<td>Avera St. Lukes</td>
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<td>The Link</td>
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<tr>
<td>Other</td>
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<td><strong>Total</strong></td>
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</tr>
<tr>
<td></td>
<td><strong>35</strong></td>
<td><strong>14</strong></td>
</tr>
</tbody>
</table>
• 18 of 33 have signed an office MOU with us

• Started with 1 PSAP
  • met monthly for over a year reviewing transfers and breaking down barriers

• We provide the base MOU, but allow each PSAP to slightly modify
  • Example: One of the PSAPs wants an outcome from us; the other one does not need outcomes
Betsy Schuster
Vice President of Program Development
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988 and 911 in Wisconsin

Caroline Crehan Neumann, MSW, APSW
Wisconsin Landscape

- 1 statewide 988 center – 988 Wisconsin Lifeline
- 112 Public Safety Answering Points (PSAPs)
- 400+ Law Enforcement Agencies
- 100+ Emergency Medical Services companies
Overview: Our Learning Experience

- **2021** – Realized the importance of 911/988 collaboration
- **2022** – Created 911-988 Workgroup and joined NENA workgroup
- **2023** – Denial and then acceptance of the challenges surrounding 911-988 collaboration
- **2024** – New approach: slow and easy outreach and education
2021: Realizing the Importance

• Nearly all discussions regarding 988 implementation would lead to a discussion on coordinating with Public Safety Answering Points (PSAPs) and Emergency Coordination Centers (ECCs).

• Learning the very basics of PSAP/ECC/Sheriff’s offices/Police Departments, etc.
2022: Wisconsin and National Workgroups

- Our goal was to create non-mandatory, general guidelines for how PSAPs/ECCs should interact with the 988 Wisconsin Lifeline.

- National Emergency Number Association (NENA) assembled a 911-988 Interoperability Standards Workgroup.
• Wisconsin 911-988 workgroup continued to find obstacles in implementing guidelines that would be accepted statewide, given resistance from local government counsel.

• 911-988 Coordinator position was focused on an end result of implementing standards in 112 PSAPs.
2024: Slow and Easy Outreach and Education

- Wisconsin 911-988 workgroup meets on as ad needed basis.
- 911-988 Coordinator position is now focused on relationship building, gauging readiness, providing education, and offering guidelines and standards for those agencies that express interest.
- Pivoting expectations and extending timeline
Caroline Crehan Neumann
Crisis Services Coordinator

caroline.crehanneumann@dhs.wisconsin.gov
Oklahoma 988 & Coordination with Tribal Nations
Oklahoma’s Largest Metro Areas

Oklahoma City, Oklahoma:
• Land Area in Square Miles (2020): 606.20
• Population Estimates (2020): 694,800

Tulsa, Oklahoma:
• Land Area in Square Miles (2020): 197.53
• Population Estimates (2020): 411,867
Rural Oklahoma

Kiowa County, Oklahoma
• Land Area in Square Miles (2020): 1,015.08
• Population Estimates (2020): 8,345

Kay County, Oklahoma
• Land Area in Square Miles (2020): 919.60
• Population Estimates (2020): 43,668
Tribal Jurisdictions in Oklahoma
CALL THE LIFELINE

It all starts when you call 988. You’ll be connected to a mental health professional to talk you through what’s going on and get the resources you need for either yourself or your loved one. About 80% of the time, things can get sorted out with just a phone call. But if you need more help, we got you.

CONNECT WITH A MOBILE CRISIS TEAM

If you or your loved one need more help after your initial phone call, the 988 call center will send a mobile crisis team to assess things and intervene if necessary. About 7 in 10 crises can be resolved at this touchpoint.

GET TRANSPORTATION

Some people need more in-depth care. If this is the case, transportation will be provided to help Oklahomans in need safely arrive at an Urgent Care and Crisis Center.

CHECK IN AT AN URGENT CARE AND CRISIS CENTER

For those of us that need higher touch help, an Urgent Care and Crisis Center has your back. These centers are staffed 24/7/365 with licensed local medical professionals, nurses, and peers who have been through it themselves. Every center accepts both drop-offs from first responders and walk-ins.
ODMHSAS & Tribal 988 Monthly Meeting

Attendees:
• Oklahoma Department of Mental Health & Substance Abuse Services
• Solari (Call Center)
• Oklahoma Tribal Nations

Agenda:
• Monthly Updates
• Workgroups Update
Question #1
What behavioral health, crisis, or other services are you able to provide to Tribal Citizens that call 988?

Question #2
What are the requirements in order to receive services?

Question #3
Are your services listed on the Oklahoma Network of Care Site? Find services in your local area - State of Oklahoma, Oklahoma (networkofcare.org). If not, would you be willing to add them to this?

Question #9
Does your Tribal Nation have a Service Coordinator for Tribal Citizens for Behavioral Health Services?

Question #10
Does your Tribal Nation have transportation available for Tribal Citizens that discharge from Urgent Recovery Centers or Inpatient Psychiatric Hospitals?

Question #14
Are there any barriers that have been experienced utilizing the Oklahoma Crisis Continuum of Care (Rapid Call Center, Mobile Crisis Teams, Inpatient Psychiatric Hospitals)?
Tribal 988 Response Workflow

**Crisis Contact**
988 staff identifies tribal affiliation and determines that individual would like to receive services at Perkins Family Clinic

**Connecting**
988 staff refer callers to (405) 547-4398 a resource line that will guide individuals on their healing journey

**Needs Assessing**
Individuals who leave a voicemail on the resource line will be called back within 48 business hours

**Receiving Services**
Client will begin receiving therapeutic services and can receive referrals for other ITO or community-based services

**Client Safety Planning**
Client and provider will develop a safety plan and will engage clients' support system and continuously monitor together
Oklahoma 988 Dashboard

5,543
30-Day Crisis Call Volume

98.5%
Answer Rate

12 seconds
Average Speed of Answer

89%
Stabilization Rate

Reasons for Calling

- Coordination of Care: 29%
- Self-Harm/Suicidal: 16%
- Depression: 13%
- Social Concern: 10%
- Anxiety: 10%
- Follow-Up: 8%
- Psychosis: 7%
- Substance Abuse: 3%
- Aggressive/Dangerous: 2%
- Housing Problems: 1%
- Medical or Medications: 1%
- Domestic Violence: 1%

Crisis Call Volume by Month

- August: 5,270
- September: 5,170
- October: 5,488
- November: 4,978
- December: 5,484
- January: 5,58

Top 5 Referral Sources

- Self: 60%
- Other: 14%
- Family Member: 12%
- Police: 5%
- Behavioral Health Provider: 3%

Dispatch Volume by Month

- August: 369
- September: 329
- October: 438
- November: 380
- December: 429
- January: 466

911 Diversion

- Calls from Law Enforcement: 187
- Crisis Teams Dispatched to Law Enforcement: 110

OK Public Dashboard | Tableau Public

CRISIS SYSTEMS RESPONSE
TRAINING & TECHNICAL ASSISTANCE CENTER

Funded by the Substance Abuse and Mental Health Services Administration
911 PSAP Diversion to 988

• Tony Stelter, Chief of Statewide Crisis Services, Oklahoma Department of Mental Health and Substance Abuse Services

• 911 PSAP Diversions to 988

• First Responders Line

• Law Enforcement

• Mobile Crisis Team Dispatch

• Procedure

• Warm Transfer Procedures and Pathways (Tribes, CCBHCs, 911 and PSAPs)
Thank You!

Josh DeBartolo
Senior Manager of Community Integration
Joshua.DeBartolo@odmhsas.org
LinkedIn Profile

OKLAHOMA Mental Health & Substance Abuse
Information Exchange

Tiffany Russell, Chief of Crisis & Justice Initiatives, SAMHSA's 988 Behavioral Health Coordinating Office

• Tiffany.Russell@samhsa.hhs.gov

SAMHSA's 988 Crisis Systems Response, TTAC

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

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.
UPCOMING:

**Webinar Series:** “Connecting to Serve: Promising Practices for 988/911 Collaboration”
April 18 @ 1:00-3:00 PM EST: "Session 4"

**Registration Link:**
- [Session 4 (Zoom)](#)

Or use this QR code: