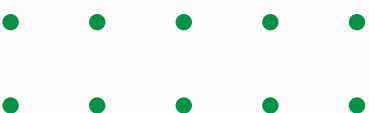




COMMUNITY MOBILE CRISIS PROGRAM and ALTERNATIVES TO THE ED: What is it? How do I access it?

September 11, 2020

Jeremy Therrien, LCMHC
Director of Crisis Programs
Department of Mental Health





Enhanced Mobile Crisis Services



- Health Care & Rehabilitation Services (HCRS) has been selected as the lead agency for this statewide effort to enhance services for mental health crises.
- HCRS has subcontracted with the 9 other designated agencies to provide a unified statewide robust community mobile crisis services through Vermont.



Enhanced Mobile Crisis Services

Program Vision and Principles

- Statewide equitable services
- Strong community partnerships
- 24/7/365 operations
- Community-based
 - The program will come to your home, office, or any other community-based location to provide services - not hospital or facility-based
 - Avoiding unnecessary ED use and hospitalization, law enforcement
- Rapid response
- Addresses mental health and/or substance use related crisis
- Serve all ages
- Interpreter services available



Mobile Crisis Program Services

Core Services:

- **Two-person teams**
 - Mental health/substance use professional and co-responder
- Rapid mobile response to individuals of all ages
- 24-hour intervention
- Screening and Clinical assessments, including lethality
- Stabilization, de-escalation and safety planning services
- Mental health peer and recovery coach supports
- Coordination and referrals to health, social, other services and supports
- Trauma informed and responsive
- **Follow-up services** (in-person, telehealth or in the office)
 - Three (3) days for adults
 - Up to seven (7) for children and adolescents



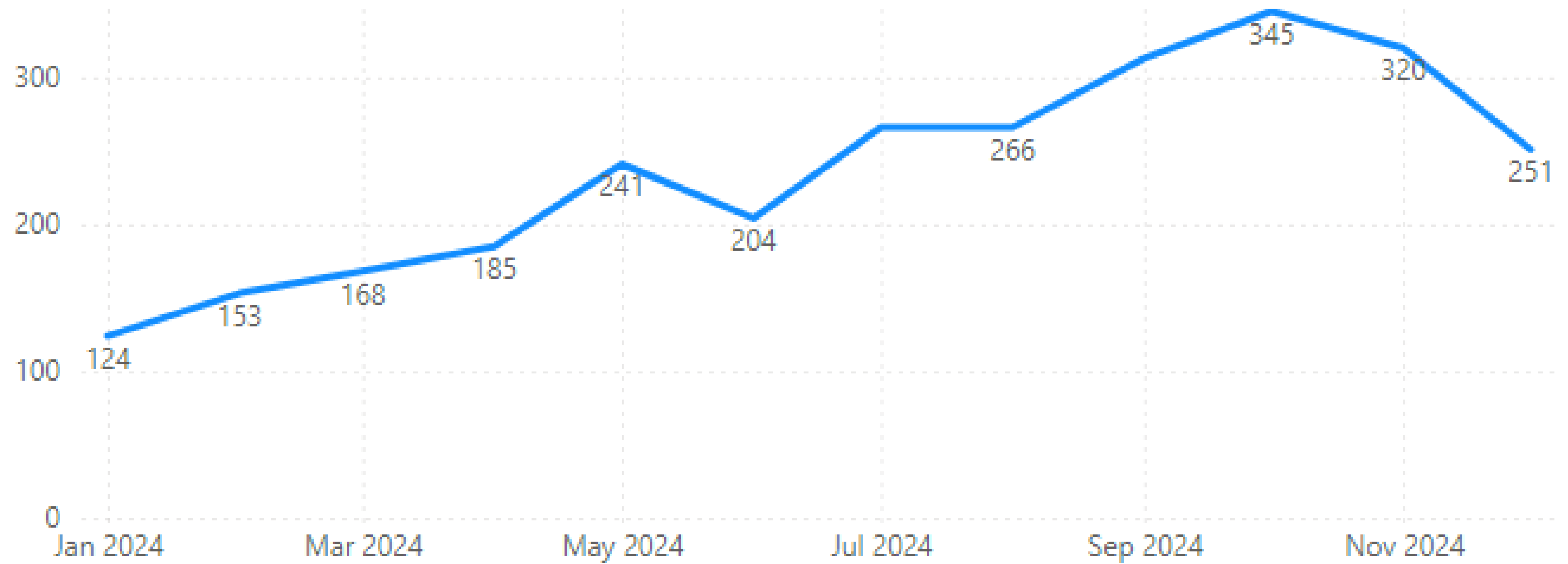
Accessing Mobile Crisis Services

Two ways to access these services:

1. Call provider in Service Area of the crisis
2. Call, text or chat 988

Designated Agency (DA)	Phone Number	County
Counseling Service of Addison County (CSAC)	802-388-7641	Addison
United Counseling Service (UCS)	802-442-5491	Bennington
Howard Center (HC)	802-488-7777	Chittenden
Lamoille County Mental Health Services (LCMHS)	802-888-5026	Lamoille
Northeast Kingdom Human Services (NKHS)	802-334-6744	Orleans, Essex, and Caledonia
Northwestern Counseling and Support Services (NCSS)	802-524-6554	Grand Isle and Franklin
Clara Martin Center (CMC)	800-639-6360	Orange
Rutland Mental Health Services (RMHS)	800-775-1000	Rutland
Healthcare and Rehabilitation Services (HCRS)	800-622-4235	Windsor and Windham
Washington County Mental Health Services (WCMHS)	802-229-0591	Washington

Encounters to Date

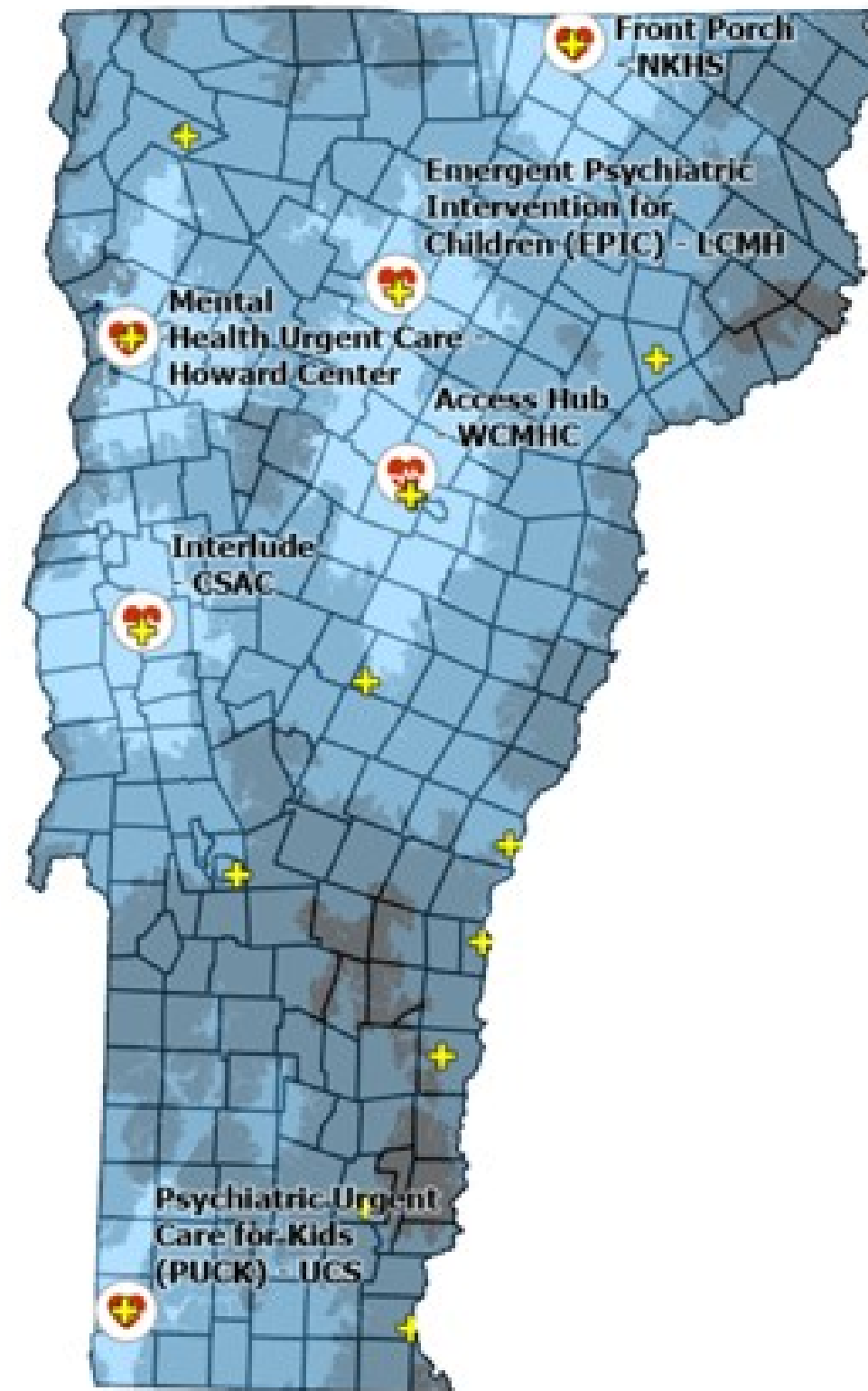




Alternatives to the ED

Alternatives to ED Programs	Address	Hours	Phone Contact
Interlude (CSAC) Adults 18+	99 Maple Street, Suite 16 in the Maple Works Complex, Middlebury, VT	Monday – Friday, 10am-6pm	802-458-8219
Front Porch (NKHS) All ages	235 Lakemont Road, Newport, VT	24/7/365	802-624-4016
Access Hub (WCMHS) Adults 18+	34 Barre Street, Montpelier, VT	Monday – Thursday 7am-7pm; Friday 7am-4pm	802-301-3200
Mental Health Urgent Care (HC) Adults 18+	1 South Prospect St, Arnold Building, Burlington, VT	Monday – Friday 9am-5pm	802-488-6482
Psychiatric Urgent Care for Kids (UCS) Youth ages 3-18	314 Dewey St, Bennington, VT	Monday – Friday 8am-5pm; Saturday 9am-12pm	802-442-5491
Emergent Psychiatric Intervention for Children (LCMHS) All youth ages	72 Harrel St, Morristown, VT	Monday – Friday 9am-4pm	802-888-5026

Where are they located?



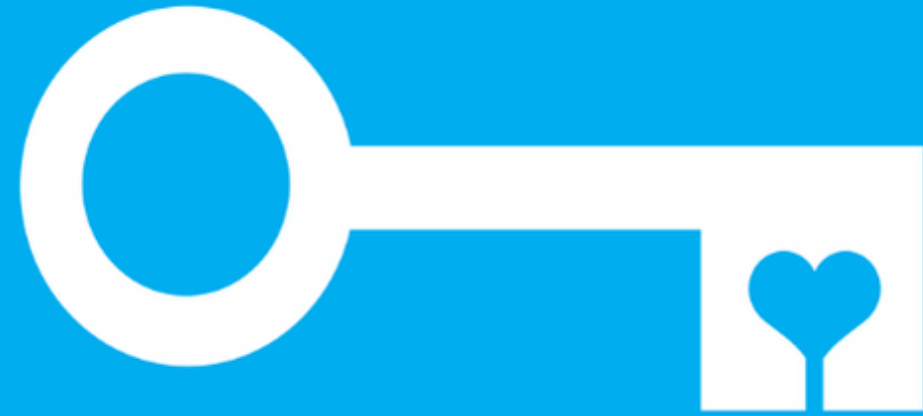
Accessing the Program



Front Porch, Interlude, and Mental Health Urgent Care
– walk into the building.

Access Hub – ring the doorbell.

EPIC and PUCK – walk-ins allowed, but given the nature of youth only it is best to call ahead or call local crisis team.



Pathways
Vermont

Pathways Vermont's mission is to end homelessness in Vermont and provide innovative mental health alternatives.



Rosewood Cottage Peer Respite



- A 2-year pilot program in Williston, VT, opened in November 2024
- Voluntary, free, short-term, overnight stay
- Community-based, trauma-informed, and person-centered crisis support and prevention
- Staffed 24/7 in a homelike environment with privacy and access to nature

Mental Health Urgent Care



- Opened October 2024 in Burlington, VT
- Mental health support services, peer support, and medical care, open M-F 9-5
- Therapeutic alternative to the emergency department for adults in self-defined crisis or seeking immediate support
- In partnership with Howard Center, University of Vermont Medical Center, and Community Health Centers

Vermont Support Line

VERMONT SUPPORT LINE

Free, confidential, non-judgmental, 24/7



In distress? Feeling down? Need to talk?

(833) VT-TALKS

Call or text (833) 888-2557

Peer Support Available 24/7

pathwaysvermont.org

- The Vermont Support Line is a “warm line” a resource that can help prevent a situation from escalating to an emergency.
- Open 24/7 for phone or text peer support
- Staffed by local peers with lived experience
- 21,913 calls completed in FY24

988

**SUICIDE
& CRISIS
LIFELINE**



- **Alicia Webb**
 - 988 Lifeline Program Manager, NKHS
 - AWebb@nkhs.net



Why 988?

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What do you know about 988?



Suicide is a preventable public health problem.

In 2020, there were 160 visits per 100,000 residents to Vermont Hospitals for intentional self-harm

In 2022, suicide was the 9th leading cause of death in the state

In 2023, there were 123 suicide deaths among Vermont residents



*Includes most recent available data from [VDH](#)

What is 988?

How 988 works



The history of 988: Building on the Existing National Suicide Prevention Lifeline

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November 2018

NCSS signs as Vermont's First National Suicide Prevention Lifeline Center

June 2021

NKHS begins answering Vermont Lifeline calls as resulting in 24/7 call response

August 2023

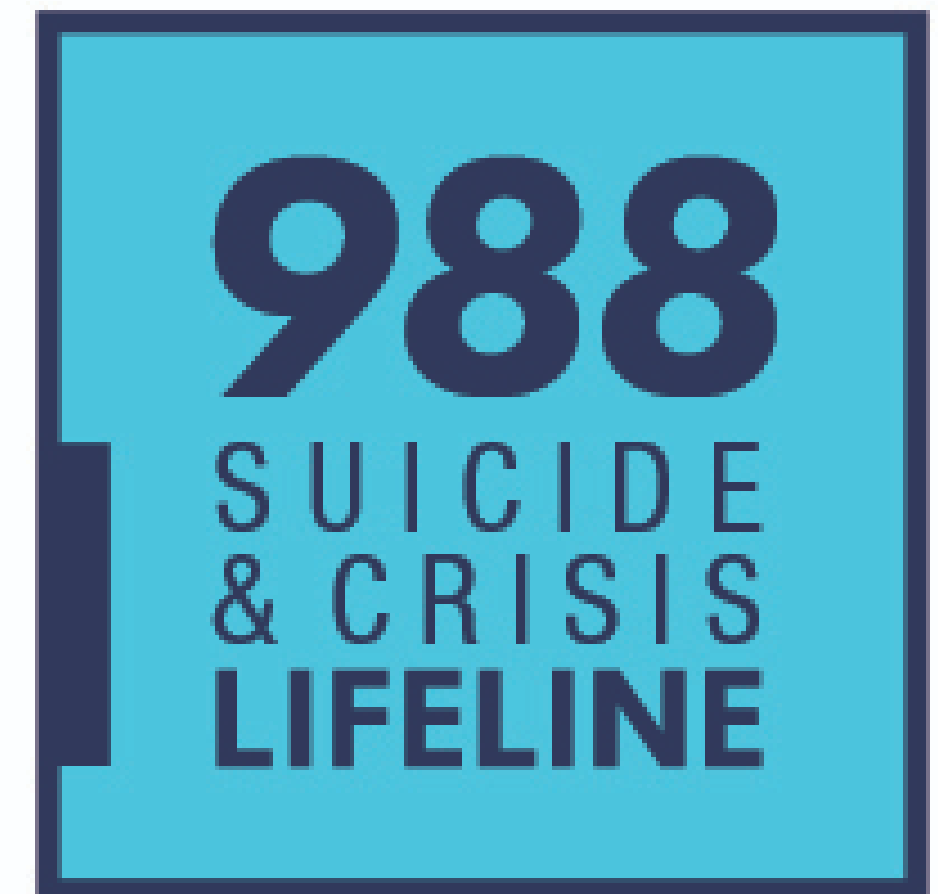
Centers expand chat and text resulting in 24/7 response to all contacts to 988.

February 2021

Vermont receives a 988 Planning Grant and Builds the 988 Planning Coalition

July 2022

988 dialing code launched along with chat and text

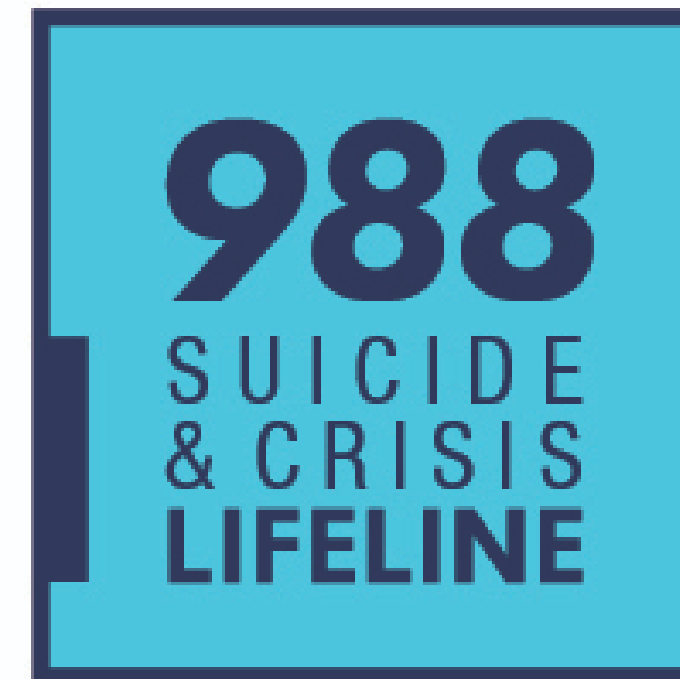


How is 988 Different than 911?

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988 was established to improve access to crisis services in a way that meets our country's growing suicide and mental health related crisis care needs.

988 will provide easier access to the Lifeline network and related crisis resources, which are distinct from 911, where the focus is on dispatching Emergency Medical Services, fire and police as needed.



How is 988 different than local crisis lines?

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988 is widely advertised for anyone, anywhere at anytime to call.

Local crisis lines are mostly known by those served at a local Designated Agency (DA).

The difference is that when you are calling the local DA, you are known to that agency and can continue to work on your treatment plans/goals.

988 offers 24/7 access to trained crisis counselors who can help people experiencing mental health-related distress.



That could be:

- Thoughts of suicide
- Mental health or substance use crisis
- Any other kind of emotion distress
- People can also contact 988 if they are concerned about a loved one in crisis

Proven to work – Lifeline studies have shown that after speaking with a trained crisis counselor, most callers are significantly more likely to feel

- less depressed
- less suicidal
- less overwhelmed
- more hopeful

- Vermont has two certified Lifeline centers available to respond to calls 24/7
 - Northwestern Counseling and Support Services (NCSS) provides coverage for 63 hours a week; receiving 38% of call, chat, and text volume for Vermont
 - Northeast Kingdom Human Services (NKHS) provides coverage for 105 hours per week; receiving 62% of call, chat, and text volume for Vermont.

NORTHWESTERN
COUNSELING
& SUPPORT SERVICES



Lifeline counselors receive extensive training and are ready to listen and support callers through their distress while providing coping skills and resources for continued support after the call.

- 988 callers can provide help with:
 - Suicidal crisis
 - Substance use issues
 - Mental health crisis
 - Emotional distress
 - Those worried about a loved one who may need crisis support



There are ways to contact the Lifeline 24/7:

- Call 988
- Text 988
- Chat 988lifeline.org

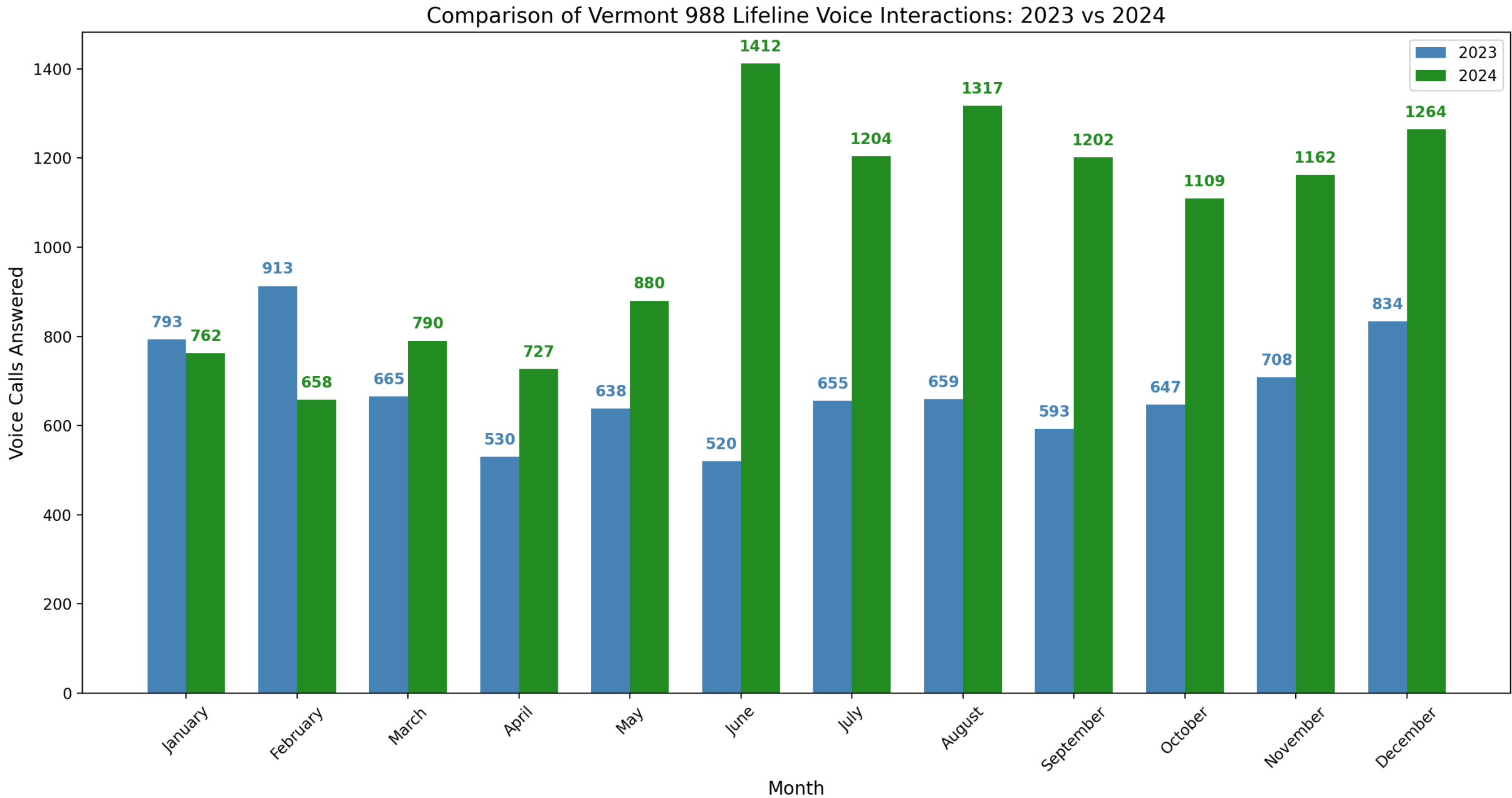
Talk with us.



Call Volume

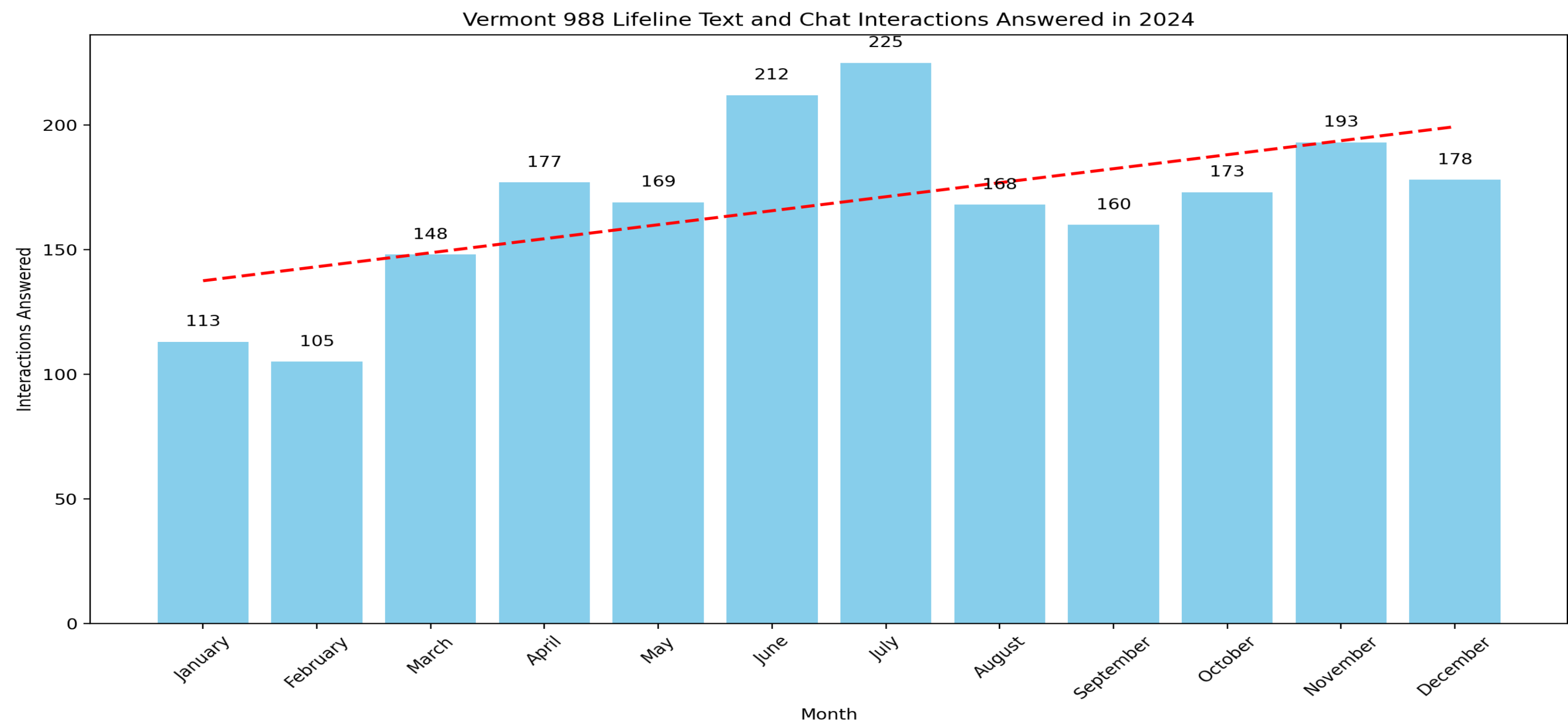
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In 2024, Vermont Lifeline centers have answered over 12,487 calls. This is a 53% increase from 2023.



2023 Total: 8155 calls | 2024 Total: 12487 calls | Increase: 4332 calls (+53.1%)

In 2024, Vermont 988 centers answered 2,021 text/chat interactions. We continue to see the utilization rise as awareness increases.

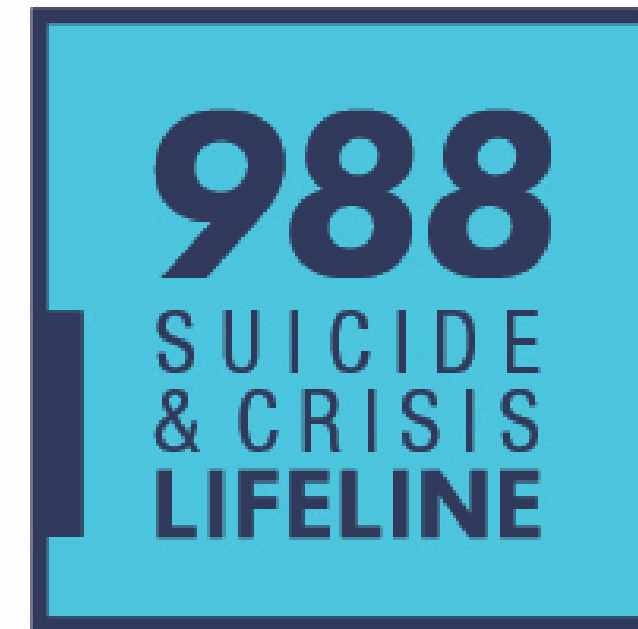


How 988 Works: Calls

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People who **call 988** are given three options:

- **Press 1** to connect with the **Veterans Crisis Line**
- **Press 2** to connect with the **Spanish Subnetwork**
- **Press 3** to connect with **LGBTQ+ Youth Subnetwork**
- **Remain on the line** and be connected to a **Vermont crisis center**



**Veterans
Crisis Line**



DIAL 988 then
PRESS 1



When you **use chat to connect to 988** at 988lifeline.org:

- **Select the CHAT option** on the top right of the page.
- **Complete** a pre-chat survey to accept the Terms of Service and be connected to a counselor.
- **See** a wait-time message while you are connected to a crisis counselor.
- A counselor will **answer** your chat.

When you **TEXT 988**:

- **Receive** a welcome message with information on connecting to the Veterans Crisis Line directly.
- **Reply YES** to accept the Terms of Service and be connected to a counselor.
- **Complete** a pre-text survey
- A counselor will **answer** your text.



Using best practices, all callers are screened for imminent risk.

100% of all callers that confirm suicidal ideation, either current or in the last 24 hours will be asked to consent for a follow up call.

When a caller consents to a follow up, the lifeline center will reach out to the caller within 24-72 hours.

Collaboration with Mobile Crisis



Vermont 988 Lifeline helps to connect those in need with Vermont's statewide mobile crisis response teams.

This supports a least restrictive approach and helps to connect folks in Vermont with the support they need.

Available 24 hours a day, this program provides rapid, effective, and compassionate support, ensuring no person, regardless of age, is left to face their crisis alone.

A 2-person team can meet you, whether you're at home, your workplace, or another community setting, providing the utmost convenience and comfort during distressing times. This mobile response team is composed of highly skilled providers and recovery coaches, offering a blend of expertise and caring support

When does 988 Initiate an Active Rescue?

- Only at times where there is imminent risk and all attempts to de-escalate and collaborate on a less invasive alternative.
- 988 will always attempt to work with the person at risk to voluntarily receive support, before initiating an involuntary emergency service intervention.

How does 988 Define Imminent Risk

Imminent Risk may be determined if an individual states (or is reported to have stated by a person believed to be a reliable informant) both a desire and intent to die and has the capability of carrying through his/her intent

Four Core Principles for Assessment

988



Vermont

- [Vermont Department of Mental Health](#)
- [Vermont Department of Health](#)
- [Facing Suicide VT](#)
- [Vermont Suicide Prevention Resource Center](#)
- [Pathways Vermont](#)
- [Crisis Text Line](#)

National

- [Suicide Prevention Resource Center](#)
- [American Foundation for Suicide Prevention](#)
- [#BeThe1To](#)
- [The Trevor Project](#)
- [Trans Lifeline](#)





We want to hear from you!