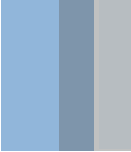


MT 988

Jackie Gittins
Voices of Hope
988/211 Call Center
406-268-1330
jackievoh@gmail.com



Introduction:

Thank you for asking me to present about a subject I am very passionate about.

- Jackie Gittins
- Director for Voices of Hope which covers the North Central Region for 988 in Montana
- 24 years experience – from volunteering, answering calls, developing a resource database, etc.

No Judgement, Just Help

The 988 Lifeline was established to improve both accessibility of crisis services and to meet the nations growing suicide and mental health-related crisis care needs.

What 988 **Is**... and What it **Isn't**



- 988 **IS** designed to complement other emergency supports, not replace them.
- 988 **IS** staffed with trained counselors



- 988 **IS NOT** a stand alone solution to supporting mental health or substance use crisis calls.
- 988 **IS NOT** a new service, just a new number

A transformation to a movement for the National Care System.

What 988 offers?

- Easy-to-remember number for quick access
- Accessible 24/7 – every day of the year
- Answered by an ***in-state***, accredited suicide and mental health Crisis Intervention Specialist
- Provides connection to the Veteran Crisis Line (Press 1) Trevor Project--LGBTQ (press 3)
- Receive immediate support and a *listening ear*
- Access and connection to available community resources in the callers area via Montana211
- Completely free and confidential in order to reduce the stigma around mental health and asking for help

How to Access 988?

Dial 988 on your phone

or

Text MT 741741 for text line

Text and Chat are in the progress of being implemented and plans are to have it available in Montana in the next year.

Who can Use 988?

Anyone experiencing a mental health crisis.

- There are many reasons that people connect with the 988 Lifeline. Some examples in addition to thoughts of suicide are feeling overwhelmed with anxiety, sexual orientation worries, drinking too much, drug use, feeling depressed, mental and physical illness, loneliness, trauma, relationships, and economic worries.
- Family members and friends concerned about someone are also invited to call

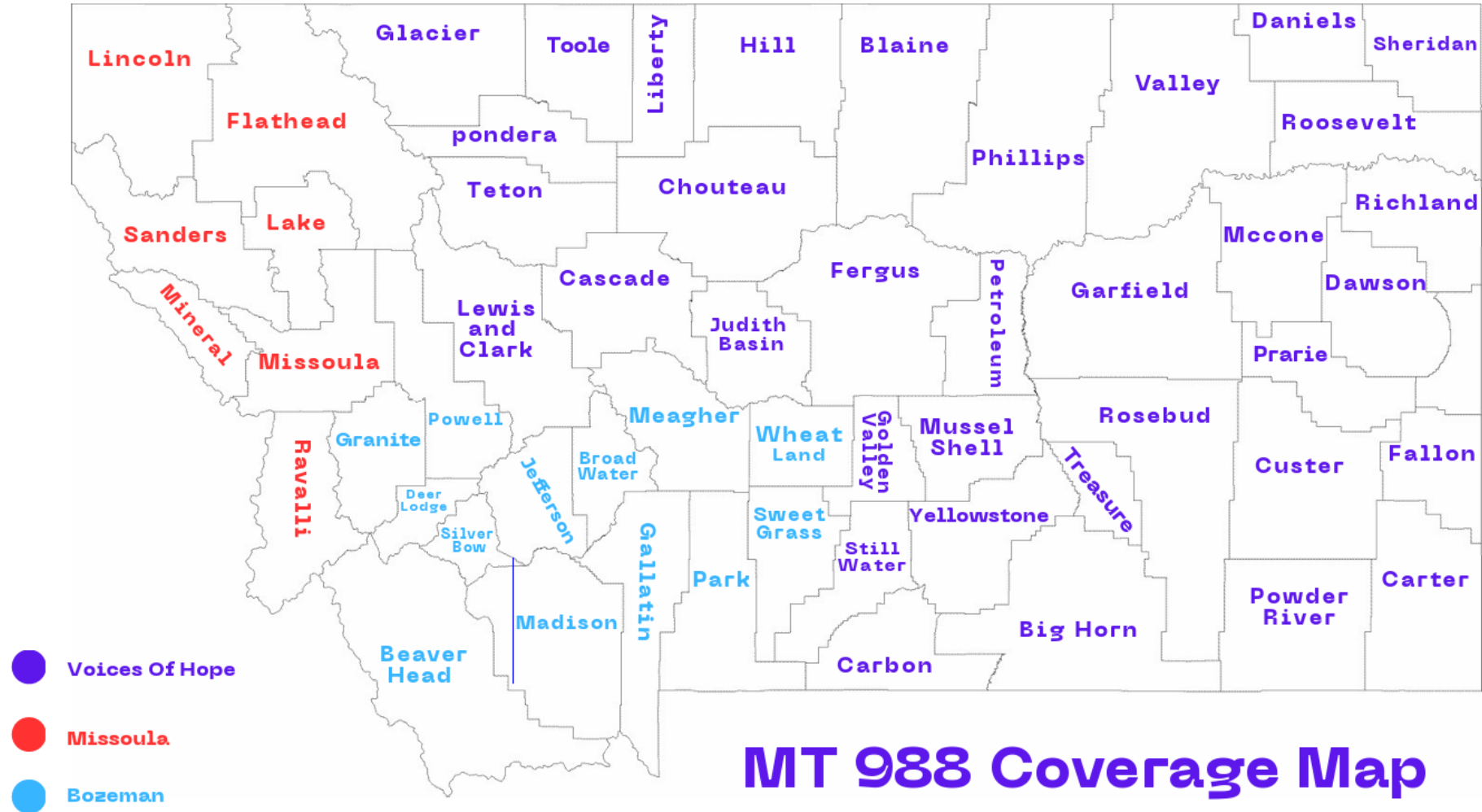
What Happens When you call 988?

Your call initially goes to a national system where it is determined where you are calling from (State, County or Territory) and then sent to the 988 call center that covers your area. The initial wait time before it reaches the Call Center can seem lengthy and we are continually trying to shorten this time for callers. Once transferred to our Call Center (Voices of Hope), it is answered within 10-12 seconds (1-2 rings). Once we receive the call:

- a. You are able to speak with a trained crisis counselor
- b. Receive immediate support and a listening ear
- c. Receive access/connection to resources based on your needs and area

Geo-routing is used to connect callers to the nearest call center in regards to their geographical location. Recently geo-routing has been enabled by some of the big cell phone carriers, smaller carriers will follow soon. This has been a major project nationwide and will allow calls to be routed more accurately.

There are three 988 Call Centers in Montana:



Call Action Plan

SUICIDE RELATED CALLS

Risk/protective factors

Keep safe for now*

What we do

Formulate a specific safety plan in conjunction with the caller

Practice active engagement

Collaborate with emergency services

Initiate active rescue (last resort)

Additional reasons for living

Explore suicidal ambivalence

Identify or turning points

Explore reasons for living

Capability

Explore means and lethality and disable method

Presence of social support

Follow up with caller until connected with support or services

THIRD PARTY CALLS

Practice active engagement

Provide suicide CPR

Deescalate crisis

Ensure safety from suicide

Reduce feelings of isolation and loneliness

Provide access point for community resources

CRISIS MITIGATION CALLS

What we do

Active listening

Collaborative problem solving

Explore/advise on coping skills

Provide referrals and resources

Risk/protective factors

Presence of crisis

CONTINUOUS SUPPORT CALLS

Provide emotional support

Advocate for caller

Presence of social support

INFORMATION & REFERRAL CALLS

Explore needs

Refer caller to appropriate resources

Provide information

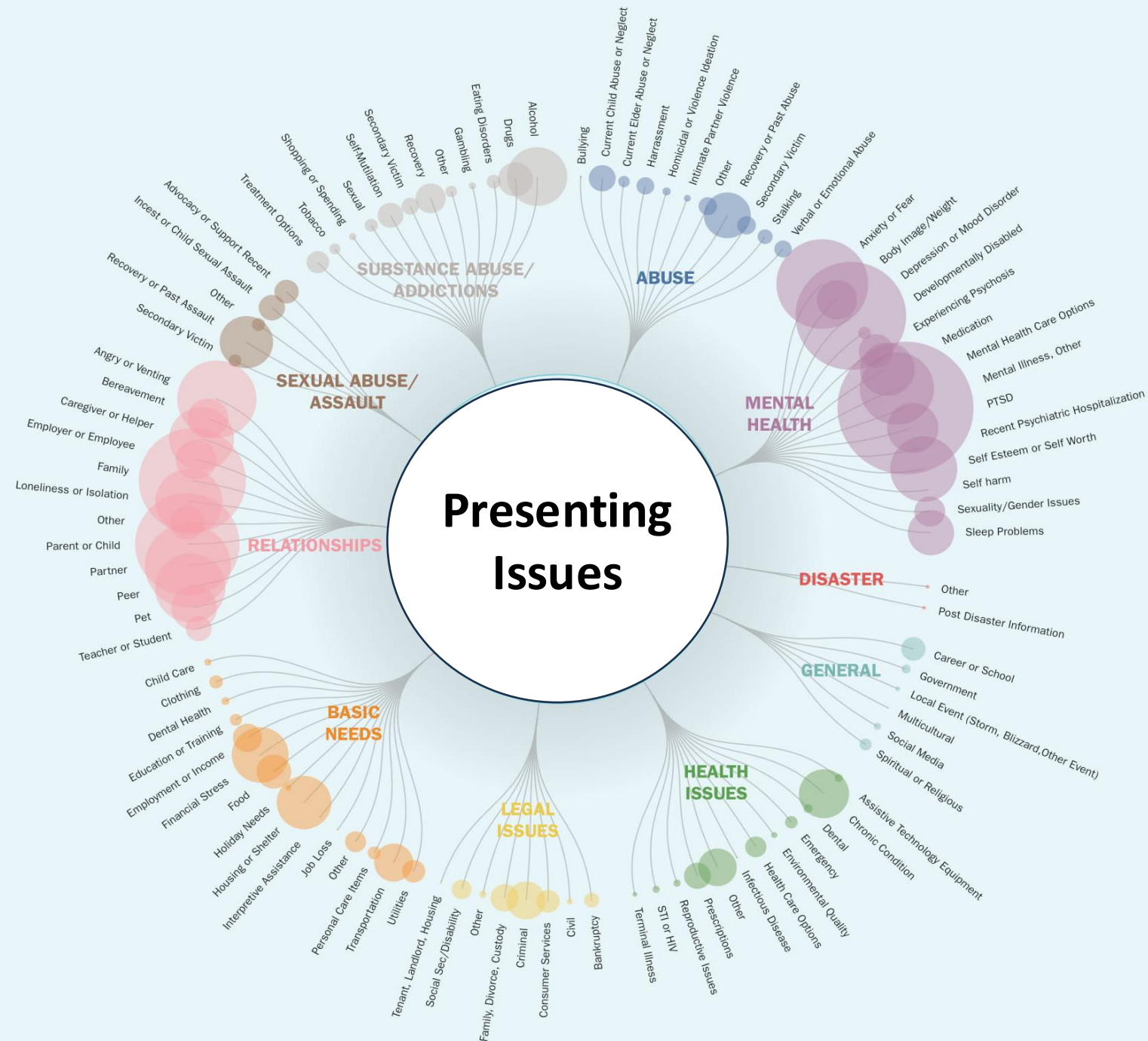
Enhanced community participation

Beyond the Call

- ** Intensive Training and center Accreditations
- ** Working with the 8 Native American Tribes in Montana to try and establish a 24/7 Native American 988 hotline. Collaboration between Voices of Hope and the Fort Peck tribe are ongoing and is one of the 1st in the Nation
- ** ASIST 911 dispatch in dealing with Mental Health Calls
- ** Follow-up support options are available
- ** Connection to local mental health providers
- ** Information on available community resources using Montana211 for the callers specific area

What are people calling about?

“a crisis to one person is not necessarily a crisis to another”



Performance Metrics Tracked

- Mental Health Calls Taken (Statewide) –
21,906 Total Inbound Calls
13,802 Mental Health Calls
353 that were Imminent Risk
81.3% of all calls resolved over the phone
- Answer rate –
Statewide 96.4% (top 6 in Nation)
- Answer speed--
10.8 Seconds (2nd best in the Nation)

Outcomes

Dispositions

Out of all mental health crisis calls

	Percent
Resolved immediate crisis over the phone	78.26%
Internal Referral/Walk in	2.04%
Crisis Stabilization Facility	2.16%
Emergency Room	2.35%
Law Enforcement/911	3.64%
<i>Vol</i>	<i>1.17%</i>
<i>Invol</i>	<i>2.47%</i>
Unknown Resolution	11.55%

Stabilizations

Out of imminent risk callers

	Percent
Total stabilizations	92.00%
<i>Stabilization with transfer(s) of care</i>	<i>13.33%</i>
<i>Stabilization through Crisis services</i>	<i>78.67%</i>
Total active rescues	8.00%

988 and 211

These are 2 separate programs.

In Montana 2 of the 3 call centers also operate the 211 program and the 3rd has direct access to the 211 centers that serve their coverage area.

The resources in the 211 database are used to give callers referrals to programs that they might benefit from in their time of crisis. 211 is vital asset to 988 operators and the callers they serve.

Effectiveness



988 and 911 Coordination

Call Center Level:

- MOU's exist with individual 911 centers
Creating Policies and Procedure with individual county law enforcement

State Level:

- DPHHS crisis team presenting to MT Department of Justice to begin dialogue on creating statewide processes and protocols

Federal Level:

- SAMSHA working with DOT, NASMHPD and National Association of State 911 Administrators to increase the number of states that established processes and protocols for 911-988

Call to Action

- Share the 988 number with your loved ones
- Post information on social media
- Educate your community about 988
- Become an advocate for mental health awareness

Someone to talk to -- Someone to Respond -- A safe place for help.

In a world where mental health concerns are gaining recognition, suicide prevention has emerged as a critical issue. The need for comprehensive resources for Suicide Prevention is more urgent than ever before. As communities strive to build a safety net for their members, resources become the cornerstone of support and care. It is important that we --

- **Understand the gravity of the Issue**
 - Millions of lives are lost to suicide each year and the affect on those left behind is devastating. To combat this crisis communities, need to equip themselves with a variety of tools and resources for suicide prevention is critical.
- **Empowering Communities**
 - with resources and familiarizing themselves with these resources communities can play a pivotal role in early detection and intervention.

**Helplines and Crisis
Centers can make a
significant difference in
saving lives. In working
together, we can save
lives.**