



WELCOME TO FAMILY CONNECTIONS

“988 & 911: WHEN TO CALL, WHAT TO KNOW”

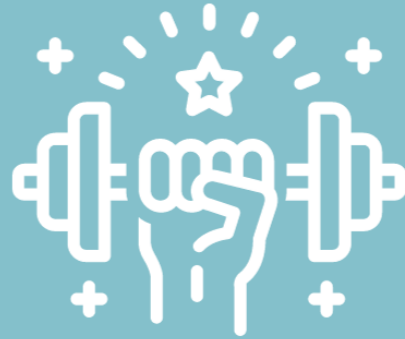
Disclaimer

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trauma-responsive



strengths-based

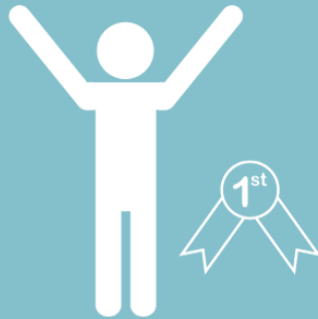


avoids blaming
caregivers



inclusive

We use family-driven language!



person-first



respectful



nonjudgmental



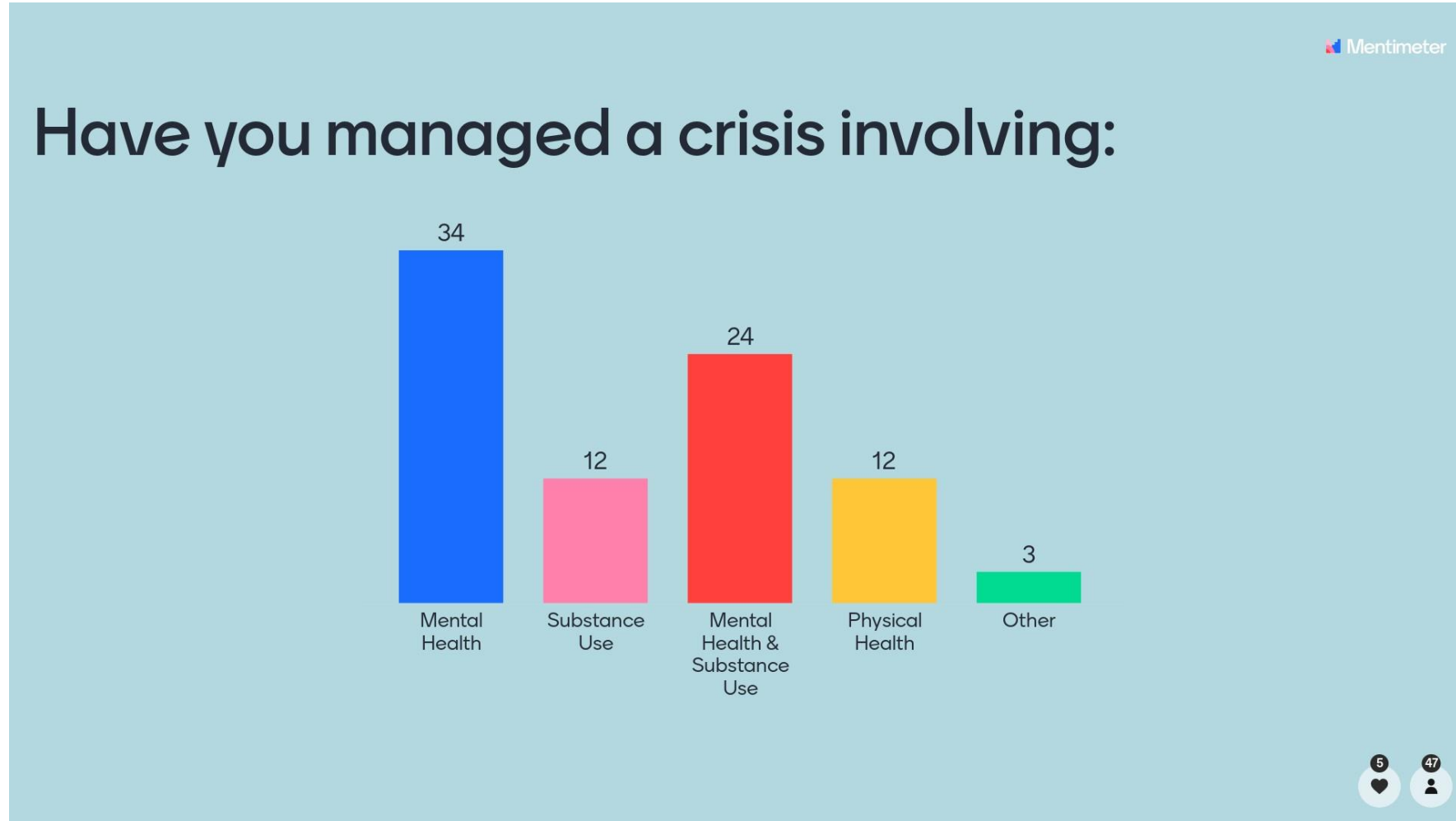
consistent with
our actions

Meeting Agreements

- ✓ Make space for all voices.
- ✓ Practice the “Vegas rule.” What is said here, stays here.
- ✓ Share questions or comments in the chat box at any time!
- ✓ Raise your “hand” to ask questions during open conversation.
- ✓ Focus on our future opportunities, strengths, and solutions.
- ✓ Be open to learning from each other.
- ✓ Take breaks when needed – move, eat!
- ✓ For technical assistance: write in the chat box and someone will help you.
- ✓ Have fun!



Mentimeter Survey Results



Mentimeter Survey Results

Mentimeter

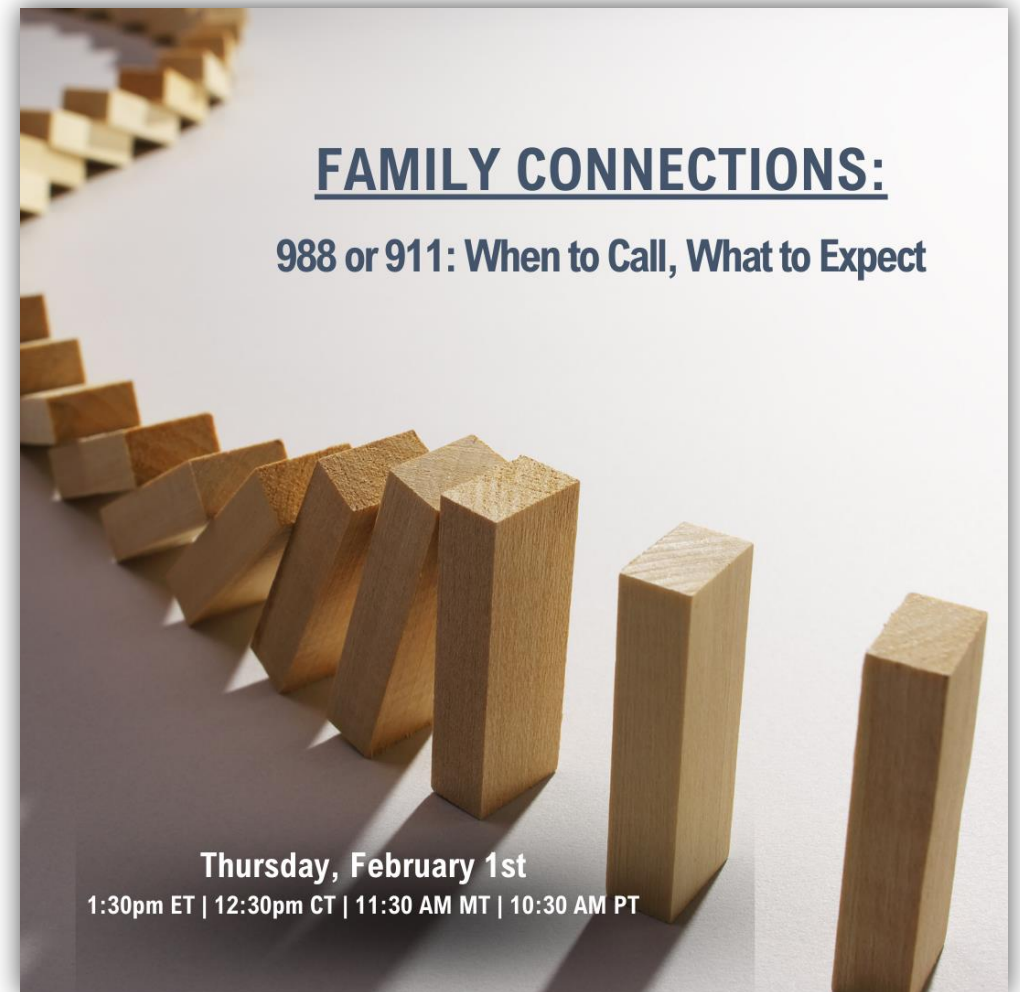
Have you experienced contacting a crisis line?



Today's Discussion

Learning Objectives

- Attendees will understand the benefits and differences between 911 and 988 for families across the lifespan, and how to utilize these services through text, chat, or call with others.
- **Acceptance Factor:** Attendees will know how to prepare for navigating crisis by accepting any challenges so that everyone can reach their full potential.
- **Social Justice Factor:** Attendees will learn that 988 and 911 crisis services promote social Justice and equity in mental health access and care for anyone experiencing mental health and/or substance use challenges.





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National Council for Mental Wellbeing

NATIONAL
COUNCIL
for Mental
Wellbeing

thenationalcouncil.org

Who is the National Council?



- ◉ **We are the National Council for Mental Wellbeing, a 501(c)(3) association and *the* unifying voice of organizations that deliver mental health and substance use services in America.**
- ◉ We are fighting for a stronger, better-funded, more integrated approach to mental health and substance use care by advocating for life-saving legislation, strengthening the substance use and mental health safety-net system, investing in provider capacity and increasing mental health literacy.
- ◉ We are guided by our vision that mental wellbeing – including recovery from substance use – is a reality for everyone, everywhere.
- ◉ www.thenationalcouncil.org
- ◉ *Note: The National Council does not directly implement 988*

What is 988?

- ◉ 988 is the new nationwide number for mental health and substance use crises which launched in July 2022. It's official title is the *988 Suicide & Crisis Lifeline*.
- ◉ The longstanding National Suicide Prevention Lifeline (1-800-273-8255) serves as the infrastructure for the new 988 service (the Lifeline number continues to route calls to 988).
- ◉ Many initiatives at federal, state and local levels have occurred and continue to evolve in order to fund and fully implement 988. These include money/initiatives from SAMHSA, legislation in congress, other federal entities, Vibrant Emotional Health (administrator of the Lifeline) and State legislatures.

988 Launch/Where are we now?

- ◉ 988 will celebrate its two-year anniversary in July of 2024!
- ◉ SAMHSA publishes and updates 988 usage statistics regularly. They can be accessed here: <https://www.samhsa.gov/find-help/988/performance-metrics>
- ◉ Major trends since launch indicate increases in demand across calls, texts and chats, but that the system absorbed this increased demand extremely well and wait times across all channels actually *decreased* despite the increased demand compared to before 988 launch.

988 and the Crisis Continuum

- ⦿ The ultimate long-term vision for 988 is that it presents an opportunity not to just create a new easy-to-access number for mental health and/or substance use crises, but serve to help consolidate, coordinate and enhance the entire crisis care continuum.
- ⦿ Other components of the crisis system include but are not limited to: Mobile Crisis Teams (MCT's), Crisis Hubs/Call Centers, Residential Crisis Housing (RCS), 23-hour bed services, Crisis Receiving/Stabilization Centers, CCBHC's and other services.

Model Crisis Service Continuum: Alignment of services toward a common goal

Someone to Talk to, Someone to Respond, Somewhere to Go



How is 988 Different from 911

- ◉ 911 is largely a *connection* to a service.
 - ◉ When calling 911, the dispatcher's role is largely to send a service to you (Fire, EMS, Police, etc) and provide support while the services arrive.
- ◉ What makes 988 different is that the line *is the service in itself*
 - ◉ By calling, texting or chatting with 988, you are connected directly to a trained crisis counselor who can provide support and reduce emotional distress
 - ◉ 988 counselors also strive to promote stabilization and care in the *least restrictive manner possible*
- ◉ Data shows that, although 988 can connect callers with additional services and provide follow up resources, **98%** of contacts are resolved at the point of contact

How is 988 Different from 911

- ◉ The goal of 988 is to coordinate with the existing services in your area (211, 911, peer lines, etc)
 - ◉ There is broad recognition that communities across the country are all unique with their own resources and challenges, and so 988 is designed to integrate into existing resources
- ◉ 988 also has dedicated subnetworks for specific populations with plans to add more in the future.
- ◉ Currently, there are dedicated subnetworks for:
 - ◉ Veterans
 - ◉ Spanish- Speaking Individuals (press 2)
 - ◉ LGBTQ+ Individuals (press 3)
 - ◉ Videophone services with ASL are also available!

When do I call 988 vs 911?

- ◉ Call 911 for:
 - ◉ Emergencies requiring Fire, Police or EMS
 - ◉ Life threatening emergencies
 - ◉ If yourself or others are in danger and need emergency support
- ◉ Call/text or chat 988 for:
 - ◉ A non-life-threatening mental health or substance use crisis
 - ◉ Direct support from a caring and trained crisis counselor
 - ◉ Help with de-escalation and emotional support and resources

Common Misperceptions About 988

- ⦿ If I call 988, they will immediately send police to me
- ⦿ If I call 988, they will take me to the hospital
- ⦿ The 988 Counselor will judge me
- ⦿ The 988 Counselor won't understand what I am going through or won't be able to help me
- ⦿ If I call 988 I will have to wait a long time for help
- ⦿ 988 will ask me to give all my personal information to help me

Presenter Contact Information

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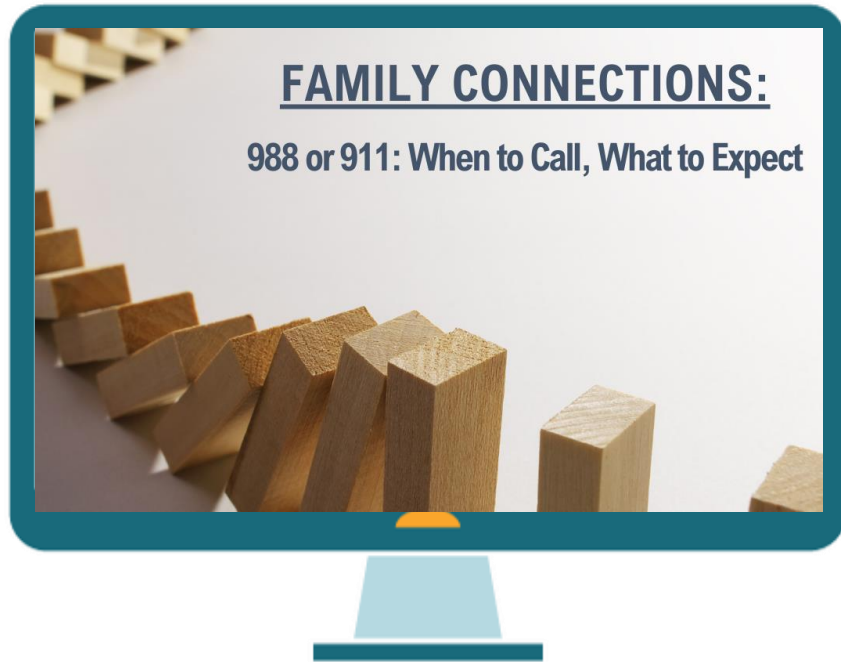


Our Next Family Connections

Thursday, March 7th



How was today's Family Connections?



1

Take the Survey

2

Download Certificate to Enter Your Name

