

# Medical Assistance Advisory Committee Meeting

**June 24, 2021**

Office of Mental Health and Substance Abuse Services  
Dr. Dale Adair, Chief Psychiatric Officer



Source: <https://www.youtube.com/watch?v=M6BPxH09tqU&feature=youtu.be>

# How is 988 different than 911?

“988 is designated as the universal telephone number within the United States for the purpose of the national suicide prevention and mental health crisis hotline system operated through  
the National Suicide Prevention Lifeline...”.



## Centralized Network Routing

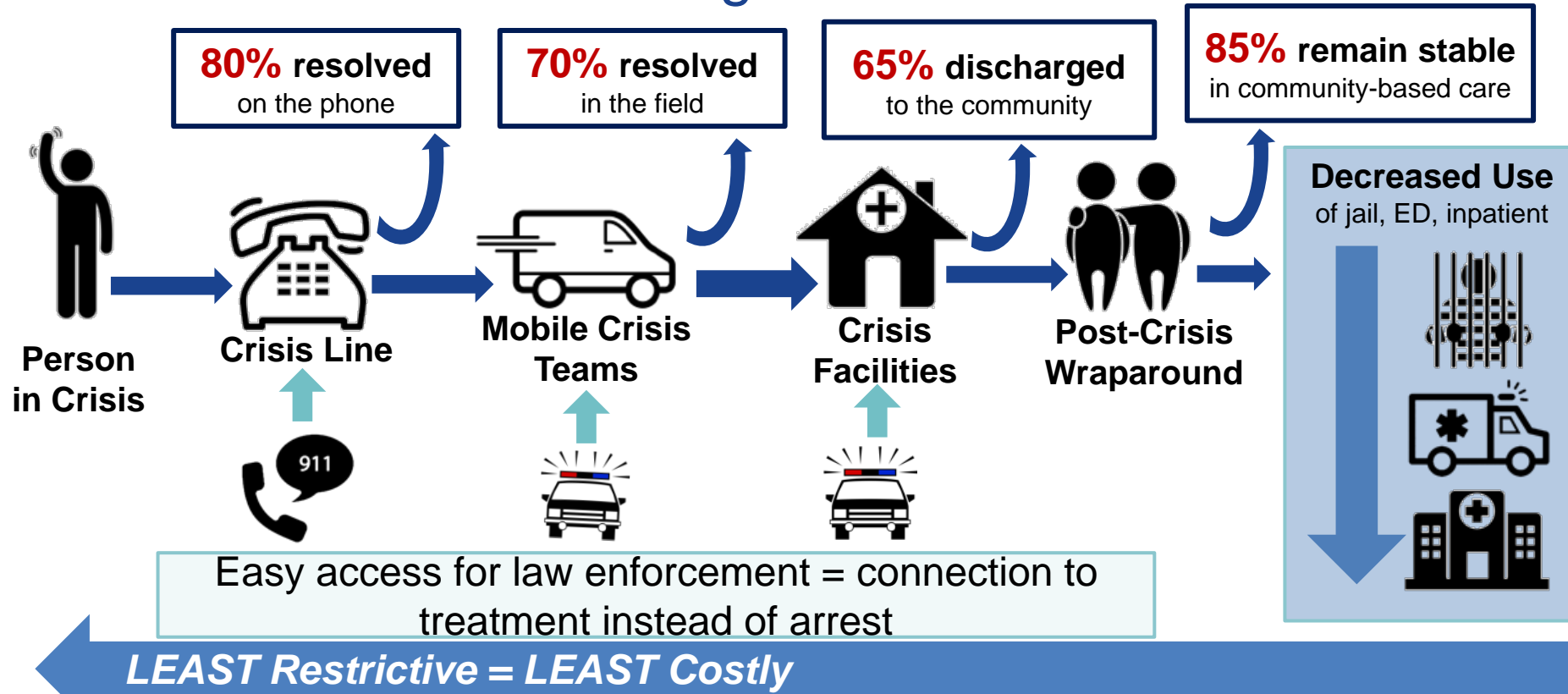
- Backups and Efficiencies
- Centralized quality assurance and operating standards



## A Crisis Care Service

- Effectively reduces emotional distress & suicidality (free and accessible to all, 24/7/365)
- Can also link to care & outreach services, follow-up

# Crisis System: Alignment of services toward a common goal

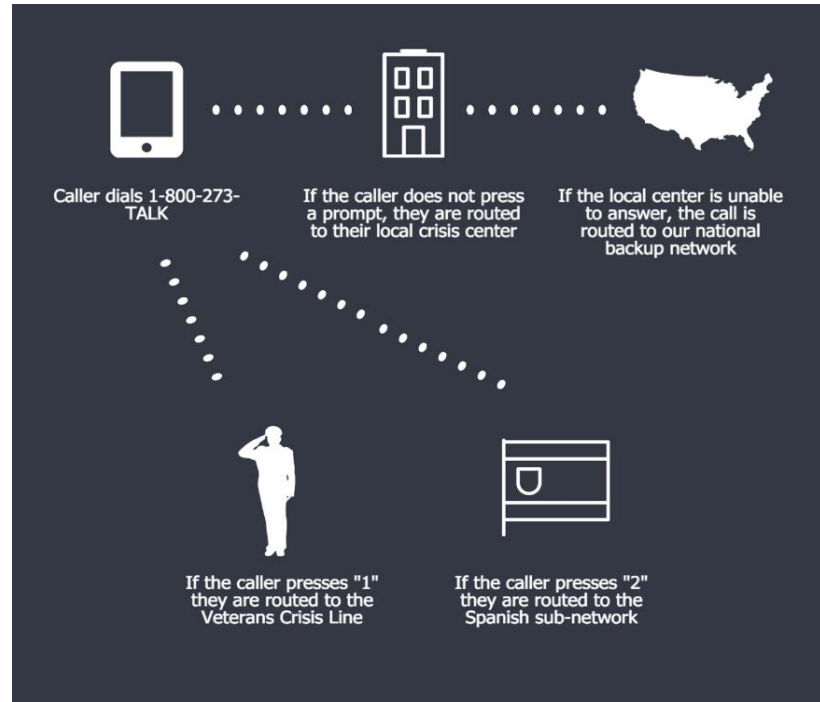


Balfour ME, Hahn Stephenson A, Winsky J, & Goldman ML (2020). *Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies*. Alexandria, VA: National Association of State Mental Health Program Directors.  
<https://www.nasmhpd.org/sites/default/files/2020paper11.pdf>

The National Suicide Prevention Lifeline is a network of independently operated, independently funded local and state call centers. **The Lifeline is *not* one large national call center. It is a national portal for connecting to localized services.**

**2.4m calls  
received  
FY 2020**

**2020 Survey:  
Only 30% Lifeline  
centers received  
public funds to  
specifically  
answer Lifeline  
calls**












**190+ centers  
including**

- **9 national backups**
- **30 Crisis Chat Centers**
- **5 SMS Centers**
- **3 Spanish centers**
- **1 VCL backup**

# What should 988 and the Lifeline of the future provide?



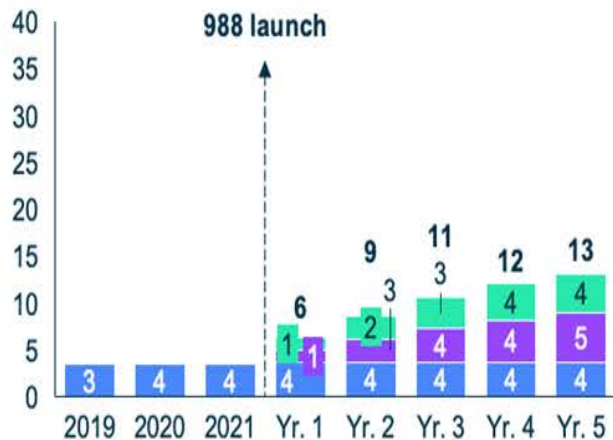
Theme	Potential tenets/goals
Universal and convenient access	 <b>Public awareness and engagement:</b> 988 will have public awareness levels comparable to 911, and the public will be aware of the scope of services provided by and accessible through the line
	 <b>Resources for self-help:</b> 988 will provide access to resources for individuals to effectively help themselves and others to de-escalate crises, develop coping skills, and build resiliency
	 <b>Multi-channel availability:</b> 988 will be accessible through varying modalities based on individual needs (e.g., call, chat, text, video) by a unified platform
	 <b>Reliable and timely response:</b> All persons contacting 988 will be connected to professionally trained individuals in a reliable, timely, and efficient way
High quality & personalized experience	 <b>Tailored support:</b> 988 will be a source of personalized, trusted support (e.g., tailored support for repeat callers, specialized services to meet functional, linguistic, or cultural needs)
	 <b>Consistency in line with best practices:</b> All persons contacting 988 should receive care in line with best practices
Connection to resources and follow up	 <b>Localized response:</b> All persons contacting 988 will be connected to helpline support and additional local community resources (e.g., emergency dept, support groups) that reflect their location and local context (as relevant)
	 <b>Connection to local public health and safety services:</b> As needed, 988 can connect to local public health and safety services (e.g., Emergency Medical Services (EMS), Mobile Crisis Teams (MCTs), law enforcement, healthcare providers) to provide appropriate support while avoiding unnecessary law enforcement involvement, emergency department (ED) use, and hospitalization
	 <b>Follow-up as needed:</b> As appropriate, persons contacting 988 may be offered follow-up services to facilitate on-going support and safety

Source: Internal Vibrant documents, SAMHSA National Guidelines for Behavioral Health Crisis Care, FCC Fact Sheet on 988, Vibrant key subject matter expert interviews, external expert interviews

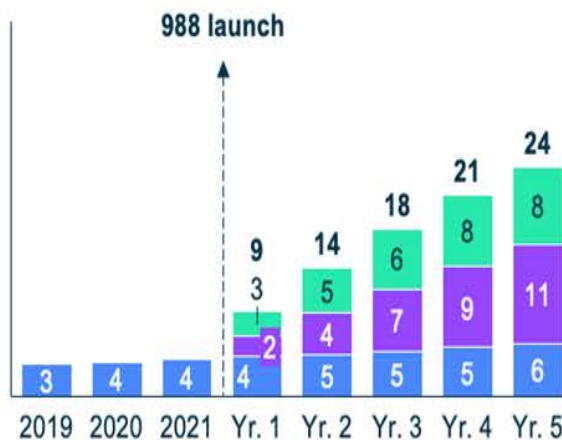


Demand for 988 services may range from  
~6-12M contacts in year 1 and  
~13-40M contacts in year 5

**Scenario 1:**  
Low Volume



**Scenario 2:**  
Medium Volume



**Scenario 3:**  
High Volume



■ Baseline volume (Lifeline)   ■ Diverted volume from 911 and crisis centers   ■ New volume (previously un-served)

# QUESTIONS

