

988 Webinar #1- January 20, 2023

Q and A Report

Question	Asker Name	Answer
I have heard that some providers have had challenges with routing of calls. What has been done to address these concerns?	Carlos Garbutt	Hi Carlos, can you share what challenges they may be experiences?
Do you have a listing of the 200 Crisis Centers? Does FEMA have a listing of those centers and what regions those centers are in?	Willa Truelove	Information on the over 200 crisis centers within the 988 Lifeline network can be found at this link: <a href="https://988lifeline.org/our-crisis-centers/">https://988lifeline.org/our-crisis-centers/</a>
Does the 988 number work everywhere in the US?	Dave Reddick	yes. the number itself works from all cell and landlines in the US.
Is there any documentation or study for time of wait based on the time of day for contact?	Dana Cockrell	Vibrant does have data on contact volume based on time of day. Please email <a href="mailto:info@lifeline.org">info@lifeline.org</a> for additional information
Are we able to know what organizations near us are part of that network?	Frankie Kuehne	Information on the over 200 crisis centers within the 988 Lifeline network can be found at this link: <a href="https://988lifeline.org/our-crisis-centers/">https://988lifeline.org/our-crisis-centers/</a>
If you call the full national suicide prevention hotline phone number, will it automatically route to the 988 system?	Halley Goldstein# Harris County Public Health	if you are asking about calling teh 1-800 273-TALK line yes, that also routes to the 988 network.
According to this table, it might be better for people to use text?	Abby Berube# WSHA	The hope is that individuals would use the modality (call, chat or text) that they prefer. Some people prefer voice calls while others prefer texts. Our hope that 988 is available on every platform/modality that a person prefers
do you have those metrics for those 17 and younger?	Schreiber	Laura may have exact data, the clear trend has been that younger contact are more likely to use text and chat rather than phone
do you have those metrics for those 17 and younger?	Schreiber	Agree Dr. Everett, based on what we've seen, young people prefer using the chat and text option over voice call.
What is the trigger for sending a mobile crisis team?	Abby Berube# WSHA	988 Lifeline has a safety policy that focuses on using the least invasive intervention. The 988 Lifeline Crisis Counselors receive training ont this policy. Based on the conversation with the individual, the crisis counselor may determine that an in-person intervention is needed in order to keep that individual (or others) safe.
Do all individuals who text 988 talk to a live crisis counselor vs an automated "bot"	Gennie Groover	Individuals who text 988, are texting with a live crisis counselor.
What progress is being made in terms of correctly routing cell calls? As far as I know, calls are still being routed based on the area code of the phone number, rather than the originating	GMVEMSC & MMRS	Very very important component. Calls to 988 now are routed by the area code of the caller, we are working on what is called geolocation that would route by the location of the caller, not the area

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cell tower. With the huge number of people who use cells with an area code that is far from where they live and work, that creates significant delays.		code. it is a complex process that involves many government and private entities.
How do you handle the legal implications? (i.e. if a person actually carries out a suicide/harm. Or any other situation where there may be a need to retain sensitive data.)	Emily	
Can Vibrant put the links to the English and Spanish social media toolkits in the chat?	Dean Carson (OHA) (he/him)	The links can be found here: English ( <a href="https://www.vibrant.org/wp-content/uploads/2022/07/988-Messaging-Toolkit-English.pdf">https://www.vibrant.org/wp-content/uploads/2022/07/988-Messaging-Toolkit-English.pdf</a> ) and Spanish ( <a href="https://www.vibrant.org/wp-content/uploads/2022/07/988-Messaging-Toolkit-Spanish.pdf">https://www.vibrant.org/wp-content/uploads/2022/07/988-Messaging-Toolkit-Spanish.pdf</a> )
Are there any efforts to reduce the number of "intake" type questions on a call, e.g. have you ever received inpatient services; this does not seem to help with the present crisis at hand.	Health Equity Council	988 Lifeline uses a empathetic listening technique so it not a "intake" checklist of questions that must be asked but the crisis counselor asks clarifying questions as the individual shares their experience
Do you know when the business cards, magnets, and other print materials will finally start to ship? We have been ordering since September and nothing has arrived yet.	Kelly Carr	
When was this map created? Ohio has enacted legislation already	Jakob Allen	Ohio has passed some appropriations for particular parts of continuum of crisis care but more comprehensive legislation that is being counted for the purposes of this chart failed. This chart is continually updated.
What is the best way to offer crisis counselors to answer calls on system? Contact each center separately or Lifeline.org or Vibrant?	David	The over 200 crisis centers in the 988 Lifeline network and the crisis counselors at those centers must meet certain standards and requirements in order to be a part of the 988 Lifeline network. Only crisis centers and crisis counselors in the 988 Lifeline network are able to answer 988 contacts
One complimentary strategy you can add to this very wonderful program implementation is TeamSTEPPS at AHRQ, the Agency for Healthcare and Research Quality. The implementation and building of this program is really so important because of the escalation of the mental health crisis that has been prevalent and, it's a good way to add another layer of organizing health services agencies and	Willa Truelove	

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individuals that administer health care services. We need, COVID recovery there were so many deaths and people were so isolated we need a function that really addresses the needs of the population sustaining, health.		
If private insurance will be billed... will individuals be required to pay a copay ?	Jenelle VonBuren	This would depend on the terms of the insurance. If it is a parity argument, then if you have a co pay for physical emergency care, you would for behavioral care. There is the no surprises act which discusses out of network fees and the Kennedy forum has an extensive brief on this that you can find on their website, the <a href="http://kennedyforum.org">kennedyforum.org</a> .
How are crisis being defined?	Miriam Kirby	Crisis is defined by the individual!
Am I understanding this correctly? ... My area does not have a local 988. So, if someone in Traverse City, Michigan called 988 would they be routed to the national line that was talked about?	Deputy Alison Sumerix# MA	988 is available in all jurisdictions across the US (including Traverse City Michigan!). When someone contacts 988, they are routing to a crisis center that covers that area. In Michigan there is a statewide crisis center known as MiCal in addition to other crisis centers across the state. Your call would be sent to one of those centers.
What is the process of connecting a caller with their local mobile crisis service (MCS)? I work for an MCS, but my agency is NOT the local 988 answering center. Does the 988 counselor call the local MCS? Right now, we're only getting calls from Medicaid providers (MCOs in my state have their own crisis lines & pass to MCS if resolution cannot be reached w/ phone intervention).	Layne Poplin	
I was recently on a discussion with representatives from Missouri, Arkansas, and Kansas that shared that from time to time, their centers were having trouble with calls being routed in the system. I would have to go back and check my notes.	Carlos Garbutt	Thank you Carlos, Please let them know they can contact their Center Engagement Manager if they are experiencing any issues. You can also email <a href="mailto:info@lifeline.org">info@lifeline.org</a>
Has the 988 system been implemented in Puerto Rico?	Carlos Garbutt	988 is available across all states, territories and jurisdictions! In PR, Linnea Pas is the crisis center answering 988 contacts
Does the legislation related to a fee per line for residents apply to both landlines and mobile lines?	Lauren Lowenstein-Turner	The Legislation applies the fee to landline, cellular and voice over internet phone services

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Keeping people out of the Emergency Room is really a big concern for several different reasons the staff that is available to attend to patients at different times when the frequency of incidents have been occurant; The impact of COVID and now RSV and other illnesses have increased hospital capacity and put patient safety at risk. Finding different strategies that can be applied to activities of daily life to prevent the escalation of circumstances that lead to these severe, incidents that need immediate medical attention is critical to a continuously improved implementation of services to alleviate the conditions and subconditions from sudden events that might impair mental health.	Willa Truelove	
What is the best way to find openings for crisis counselors to answer calls for 988? Would we contact each center separately or Lifeline.org or Vibrant? Or is it advisable to apply to become a new crisis center? Thank you.	David	Hi David, please visit <a href="https://www.samhsa.gov/find-help/988/jobs">https://www.samhsa.gov/find-help/988/jobs</a> for opportunities. If your center is interested in joining the 988 Lifeline network, please email <a href="mailto:info@lifeline.org">info@lifeline.org</a>
Thank you for your response. Once you have met the requirements, what is the best way to get counselors hired into the system?	David	
It's great that there are efforts to tailor approaches to a wide range of marginalized communities. Is there a timeline for when resources will be available for Asian American and Native Hawaiian/Pacific Islander communities? The community groups we work with have asked for resources, and we've been able to provide information for all but these communities because there remains a lack of culturally appropriate and in-language resources.	AuYoung# Mona	
Good resource and some really good people to work with that have been working with these issues, Edgar Cahn he passed away but Cynthia Robbins their resource, " An Offer They Can't Refuse:Racial Disparity in Juvenile Justice and Deliberate Indifference	Willa Truelove	

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Meet Alternatives That Work. Community Programs that service underserved communities and populations really are key in harm reduction. <a href="https://digitalcommons.law.udc.edu">digitalcommons.law.udc.edu</a>		
I am a mandated reporter and used to work in children's protective services. You mentioned this is a concern Andrea. How is this addressed/handled re the caller?	Deputy Alison Sumerix# MA	
Grateful for this perspective! So under what circumstances does 988 obtain caller's current location info/how do you even dispatch 911 to caller without their assent? And how is this done—does counselor ask caller for physical current address, or geolocation, or both? Saw in Q&A answer that geolocation being looked into.	Katie	
Andrea Dennis continues to mention what might be of concern, but she has yet to say if any of the scenarios she has mentioned may in fact occur. Clarity is necessary	Karen Stafford	These concerns have actually arisen in connection with calling 9-1-1 and reporting child abuse or intimate partner violence. I do not have specifics regarding 9-8-8, but others may. Future research may shed further light.
Do phone counselors have the info to provide to callers (if asked) whether if someone is sent out, whether in their local area it will be a mental health team versus police?	Katie	
Are there published reports or articles about barriers to contacting 988?	Lauren Schwartz	
What is the rubric for the decision to send someone out physically to check on caller (law enforcement or MH crisis team, and does the decision vary based on who will be sent), or is it qualitative/up to judgment of individual counselor?	Katie	
In some communities the fear that contact with law enforcement can result in safety concerns for members of the public when dealing with behavioral or substance use situations.	Carlos Garbutt	
Is there a link to the model state legislation ?	Susan Hubbell	<a href="https://reimaginecrisis.org/map/">https://reimaginecrisis.org/map/</a>
Can someone call 988 on behalf of their loved ones? Does the intervention require the client's consent?	Luwam Gebremichael	

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Thanks so much. So there's no geolocation used to find ppl who haven't shared their address? And no scripting that prompts counselor to ask for location address (say, at beginning of call, before any other info shared)	Katie	
I know some communities have started to have embedded MH providers within police departments. How does that model fit in with the greater model discussed today.	Martha Peterson	
can you repeat the model youth programs?	Schreiber	<a href="https://www.clasp.org/publications/report/brief/youth-mobile-response-services-investment-decriminalize-mental-health/">https://www.clasp.org/publications/report/brief/youth-mobile-response-services-investment-decriminalize-mental-health/</a>
Thank you Dr. Boyce and Dr. Sims. Just to follow up, we work with NHPI communities here on the continental U.S., but we are not finding any resources. Research studies have noted that Asian American and NHPI communities are much less likely than other communities to seek help for mental health, so when we have groups that are asking for help, it's discouraging to not be able to provide resources. Please let us know if there's a way to help facilitate the development of resources.	AuYoung# Mona	live answered
Thank you Dr. Boyce and Dr. Sims. Just to follow up, we work with NHPI communities here on the continental U.S., but we are not finding any resources. Research studies have noted that Asian American and NHPI communities are much less likely than other communities to seek help for mental health, so when we have groups that are asking for help, it's discouraging to not be able to provide resources. Please let us know if there's a way to help facilitate the development of resources.	AuYoung# Mona	Please reach out to <a href="mailto:brian.sims@nasmhpd.org">brian.sims@nasmhpd.org</a> after this call and I will connect you with some resources through NASMHPD that may be helpful. Thank you for the wonderful questions and involvement!
Any thoughts on how 988 may have increased call volume from Veterans?	Izabela Sadej (she/her)	