



IT'S HERE! —————

Statewide Crisis Line & 988

Agenda

988 strategy to advance mental health

988 in Arizona

Supporting the Transition

Coordination efforts with system partners

Performance



Benchmarks

Average Speed Of Answer

9.24 seconds

Average Delay

22 seconds

Call Abandonment Rate (<3%)

0.3%

Volume & Dispatches

Crisis Call Volume

23,401

Mobile Team Dispatches

3,014

Crisis Transportation Dispatches

1,015

First Responders



Fire Contacted CRN

109



CRN Contacted First Responders

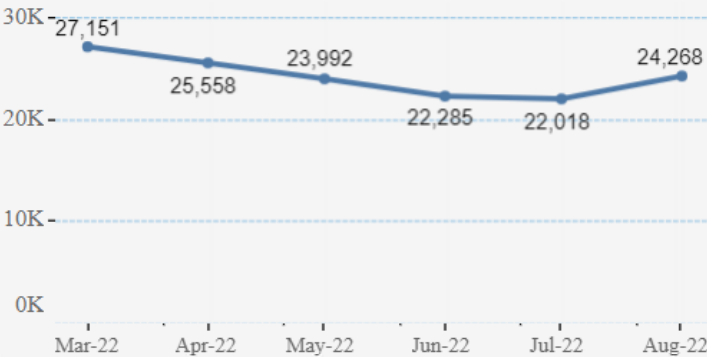
48



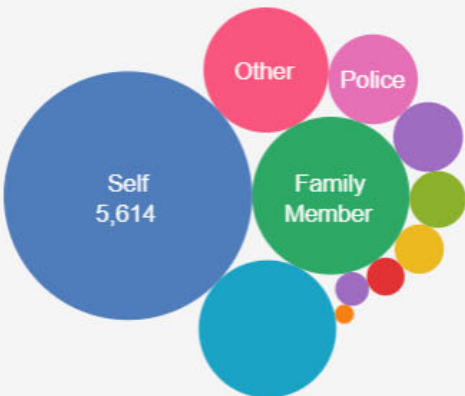
PD Contacted CRN

733

Call Volume Trend



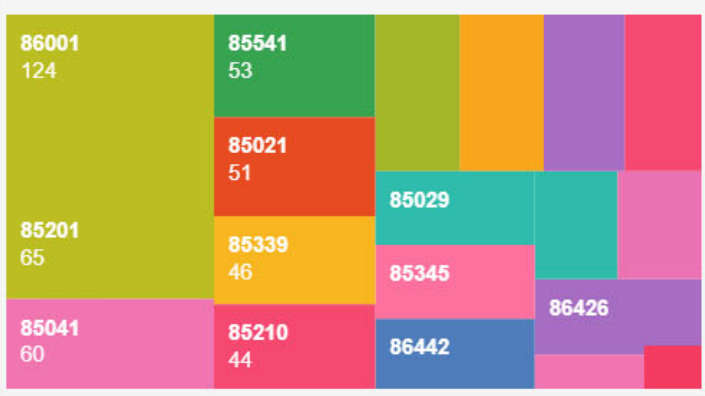
Referral Sources



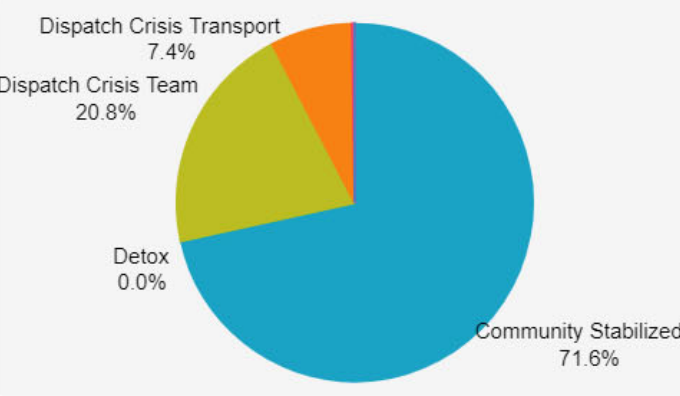
Top 10 Reasons for Calling



Top Areas Served



What Happens After Calling CRN



Dashboard is refreshed on a nightly basis containing data from the previous 30 days rolling.





988 STRATEGY



988

- 988 is the new National Suicide Prevention Lifeline number.
- Launched nationally July 16, 2022.
- Three-digit dialing will make it easier for people to access life-saving crisis lines throughout the country.
- Advances parity for mental health.
 - 911 was launched in 1968 for physical health emergencies.

Timeline

July 16, 2020

- FCC adopted rules to establish 988 as the national crisis number.

October 24, 2021

- People must dial 10-digits for all local calls.

July 16, 2022

- 988 becomes the new Crisis & Suicide Lifeline.

October 1, 2022

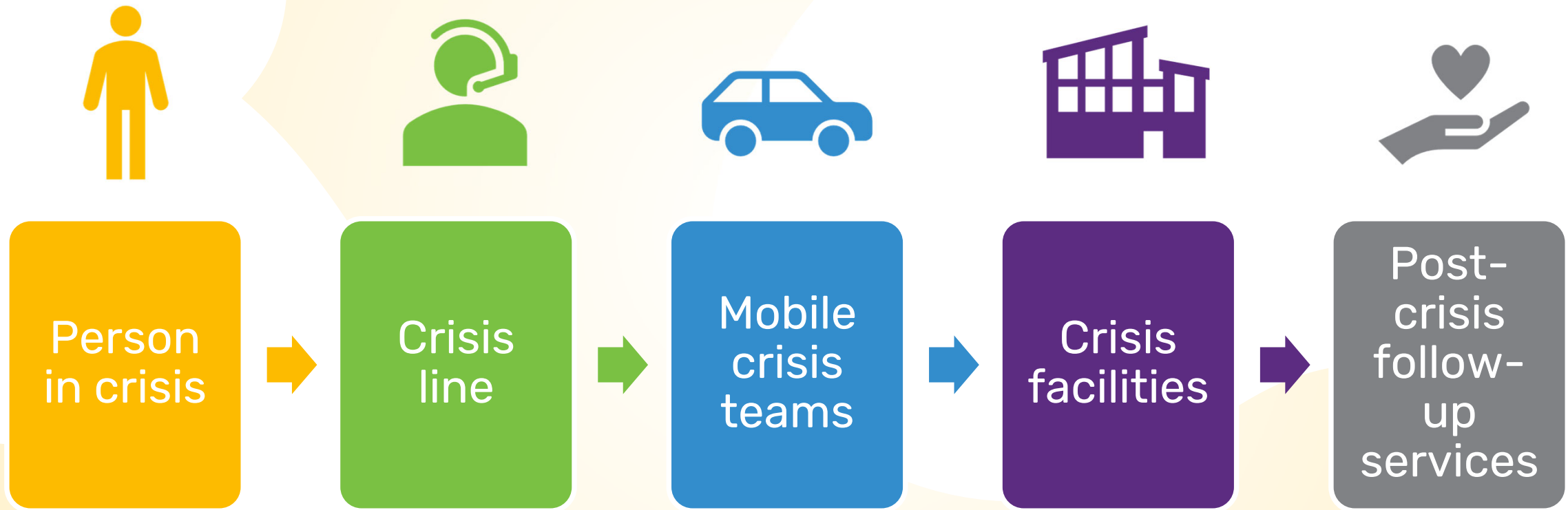
- Arizona transitions to a single, statewide crisis line

Core Components of a Crisis System



from SAMHSA's National Guidelines for Behavioral Health Crisis Care

Comprehensive Crisis Response



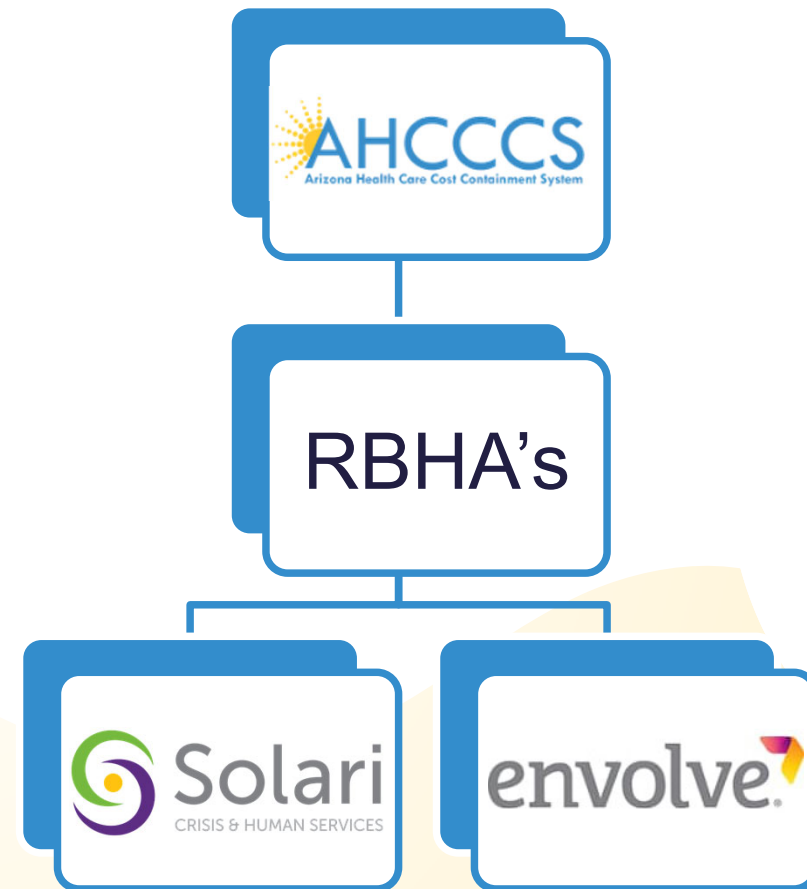
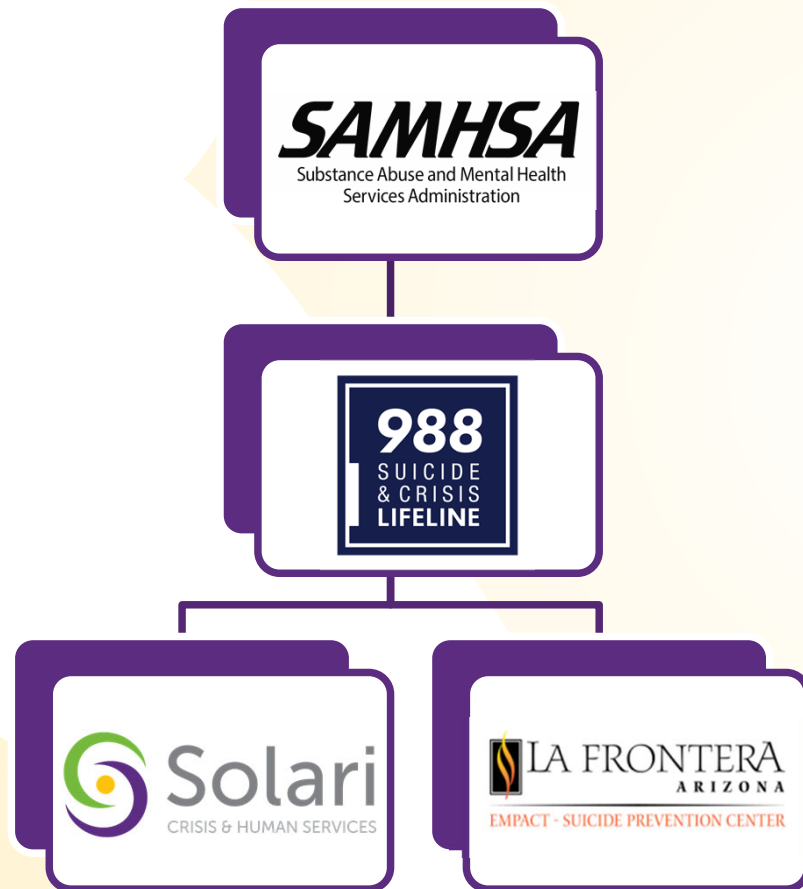


SUPPORTING THE TRANSITION

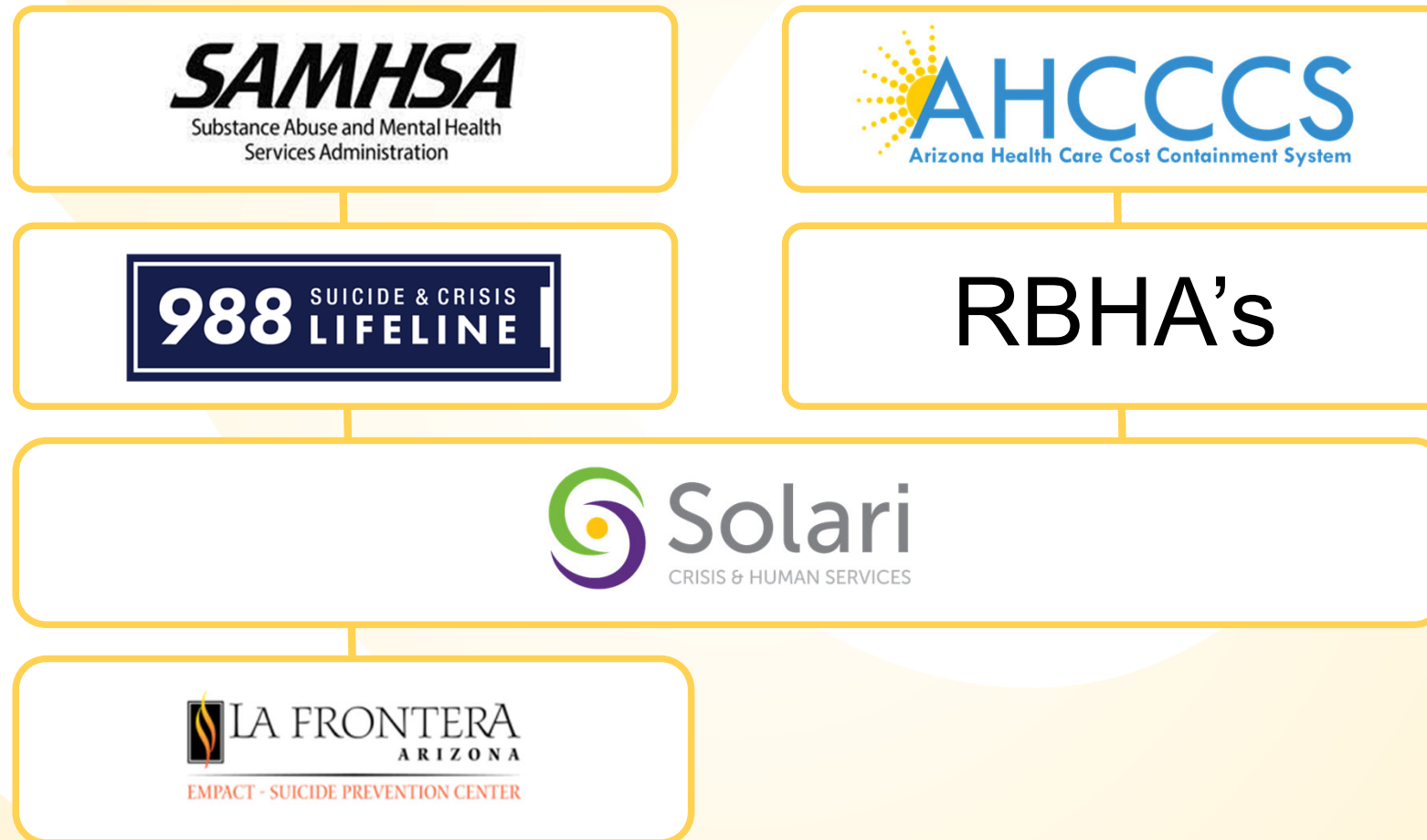
AHCCCS Funded Crisis Services in Arizona

- Crisis Services: Intensive, time-limited services (24–72 hours) intended to stabilize or prevent a potentially dangerous condition.
- Services are **available to all individuals** (adults and children) in Arizona, irrespective of AHCCCS eligibility.
- Crisis Services are administered by the Regional Behavioral Health Authorities (RBHAs) in their Geographical Service Areas (GSAs).

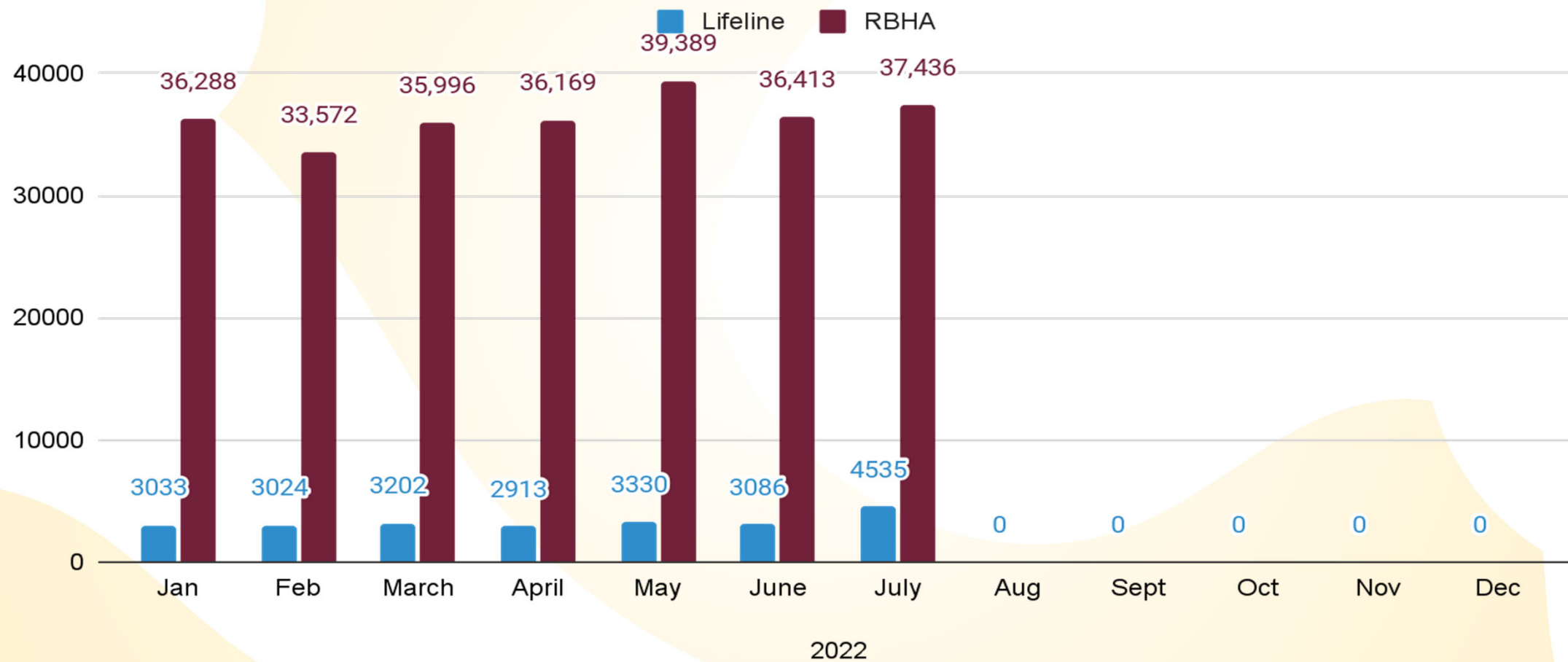
Current 988 & RBHA System Structure

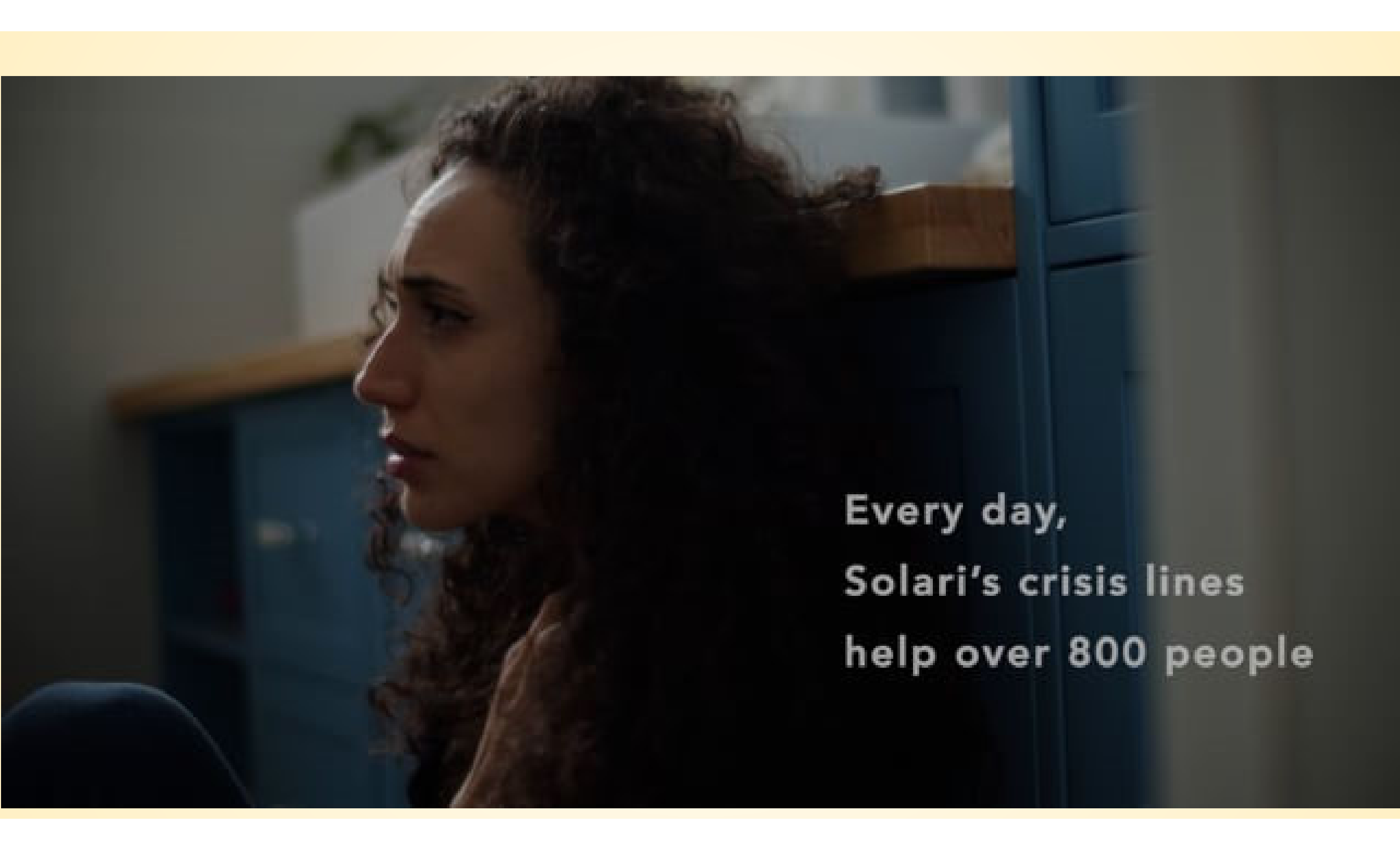


System Structure Effective October 1, 2022



2022 Lifeline/988 vs. RBHA Calls



A woman with dark, curly hair is shown in profile, looking out of a window. The scene is dimly lit, with light coming from the window, creating a contemplative mood. The background shows a wooden shelf and some blurred objects.

**Every day,
Solari's crisis lines
help over 800 people**

THANK YOU!



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