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**

**Top 10 Reasons for Calling**
- Self-Harm/Suicidal
- Coordination of Care
- Social Concerns
- Substance Use
- Aggressive/DIST
- Anxiety
- Psychosis
- Depression
- Follow-Up
- Housing Problems

**Top Areas Served**

**What Happens After Calling CRN**
- Dispatch Crisis Transport: 7.4%
- Dispatch Crisis Team: 20.8%
- Detox: 0.0%
- Community Stabilized: 71.6%

Dashboard is refreshed on a nightly basis containing data from the previous 30 days rolling.
988

- 988 is the new National Suicide Prevention Lifeline number.
- 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

“Someone to talk to”
- Regional Crisis Call Center

“A safe place for help”
- Crisis Receiving and Stabilization Facilities

“Someone to respond”
- Crisis Mobile Team Response

from SAMHSA’s National Guidelines for Behavioral Health Crisis Care
Comprehensive Crisis Response

Person in crisis → Crisis line → Mobile crisis teams → Crisis facilities → Post-crisis follow-up services
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

SAMHSA
Substance Abuse and Mental Health Services Administration

988 Suicide & Crisis Lifeline

Solari
Crisis & Human Services

La Frontera Arizona
Impact - Suicide Prevention Center

AHCCCS
Arizona Health Care Cost Containment System

RBHA's

Solari
Crisis & Human Services

envolve

System Structure Effective October 1, 2022

- SAMHSA
- AHCCCS
- 988 Suicide & Crisis Lifeline
- RBHA’s
- Solari
- La Frontera Arizona

EMPACT - Suicide Prevention Center
2022 Lifeline/988 vs. RBHA Calls

<table>
<thead>
<tr>
<th>Month</th>
<th>Lifeline</th>
<th>RBHA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>3033</td>
<td>3024</td>
</tr>
<tr>
<td>Feb</td>
<td>3202</td>
<td>3202</td>
</tr>
<tr>
<td>March</td>
<td>2913</td>
<td>2913</td>
</tr>
<tr>
<td>April</td>
<td>3330</td>
<td>3330</td>
</tr>
<tr>
<td>May</td>
<td>3086</td>
<td>4538</td>
</tr>
<tr>
<td>June</td>
<td>36,413</td>
<td>37,436</td>
</tr>
<tr>
<td>July</td>
<td>36,169</td>
<td>39,389</td>
</tr>
<tr>
<td>Aug</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sept</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Oct</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Nov</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Dec</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Every day, Solari’s crisis lines help over 800 people.
THANK YOU!

Andrew Erwin
Chief Operating Officer
Andrew.Erwin@solari-inc.org

Justin Chase
President and CEO
Justin.Chase@solari-inc.org