NC Department of Health and Human Services

DMHDDSAS

9-8-8 Implementation

National Suicide Prevention Lifeline and Behavioral Health Response

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Human Service Program Consultant

July 11, 2022

National Suicide Prevention Lifeline (NSPL)

- **24-hour access to trained crisis counselors**
- **In North Carolina NSPL operated by REAL Crisis Intervention Inc, Greenville NC**
- **Reached through**
  - **1-800-273-TALK (8255) - call/text**
  - **suicidepreventionlifeline.org – chat**





JULY 16, 2022

800-273-8255

Suicide & Crisis Lifeline

988





988 SUICIDE & CRISIS LIFELINE

[988 Partner Toolkit | SAMHSA]



2021 NC Call Center for NSPL
REAL Crisis Intervention, Inc.

- 2021 REAL responded to 36,299 NC callers
- April 2022 – responded to 3,000 callers with a 95% in state answer rate
- REAL- December 2021 became an NSPL Chat/Text center.
  - March 7 started as a National Back up center for 8 hours a day to build experience with chat/text
  - March 7- April 27, 2022 responded to 3,527 chat/text (103 from NC), Vibrant working on routing to specific states
  - Highest age ranges for chat text
    - 13-17 years old - 888 chat/texters (25%)
    - 18-24 years old - 1009 chat/texters (29%)
- From 2019 to 2021
  - Referrals to Emergency Services decreased by 73% (6.3% in 2021)
  - Referrals to LME-MCO's increased by 40% (11% in 2021)
  - Referrals to MCM increased by 30% (7% in 2021)

SAMHSA
Substance Abuse and Mental Health Services Administration

Cooperative Agreements for States and Territories to Build Local 988 Capacity

- NC awarded 2 year grant (4/30/22 - 4/29/24)
- $3,252,972 over 2 years
- Support workforce development
- Support trainings and community connections

Coalition Agenda

Thursday April 29, 2021 – Welcome, Introductions and Purpose 3-5pm
Wednesday May 26, 2021 National Suicide Prevention Lifeline in North Carolina 3-5pm
Wednesday June 23, 2021 Resource and Referral 2-5pm
Wednesday July 28, 2021 9-1-1 Operations and 9-8-8 Intersections 3-5pm
Wednesday August 25, 2021 9-8-8 and Behavioral Health Response3-5pm
Wednesday September 22, 2021 Draft of 9-8-8 Implementation Plan 3-5pm
Wednesday October 27, 2021 9-8-8 Infrastructure and Technology 3-5pm
Wednesday November, 17 2021 9-8-8 Sustainability 3-5pm
Wednesday December 15, 2021 9-8-8 Next Steps 3-5pm
Wednesday January 26, 2022 NC BH Crisis and 988 3-5
Wednesday February 23, 2022 NC BH Crisis and 988 3-5
Wednesday March 23, 2022 - Canceled
Wednesday April 27, 2022 NC BH Crisis and 988 3-5
Wednesday May 25, 2022 NC BH Crisis and 988 3-5

Wednesday July 27, 2022 NC BH Crisis and 988 3-5

- REAL Crisis Intervention, Inc.
- 988 goes live

Wednesday August 24, 2022 NC BH Crisis and 988 3-5

- TBD

Wednesday September 28, 2022 NC BH Crisis and 988 3-5

- TBD

Wednesday October 26, 2022 NC BH Crisis and 988 3-5

- TBD

*new link https://urldefense.com/v3/__https:/us02web.zoom.us/meeting/register/tZUpd-yoqD0oEtB6ZvZEwsk2L8T3I4K0lj0D__;!!HYmSToo!MLkbLKyRtGuCD6bQGw_5XmIH_wCdTP6KGEdph1T3KfNwjWyTP4k-6-9io9W0YclR6NpblPU$

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DHHS Alignment with 9-8-8 and Behavioral Health Response

SOMEONE TO TALK TO (Connect)

- Crisis Call Center, Peer Warm Line, LME-MCO Access, Hope4NC, Family and Youth Partners

SOMEONE TO RESPOND (Dispatch)

- Mobile Crisis Team Response, CIT LE/EMS, Integrated Behavioral Health Care, Enhanced Services (ACT, CST MST, IIH), NC START

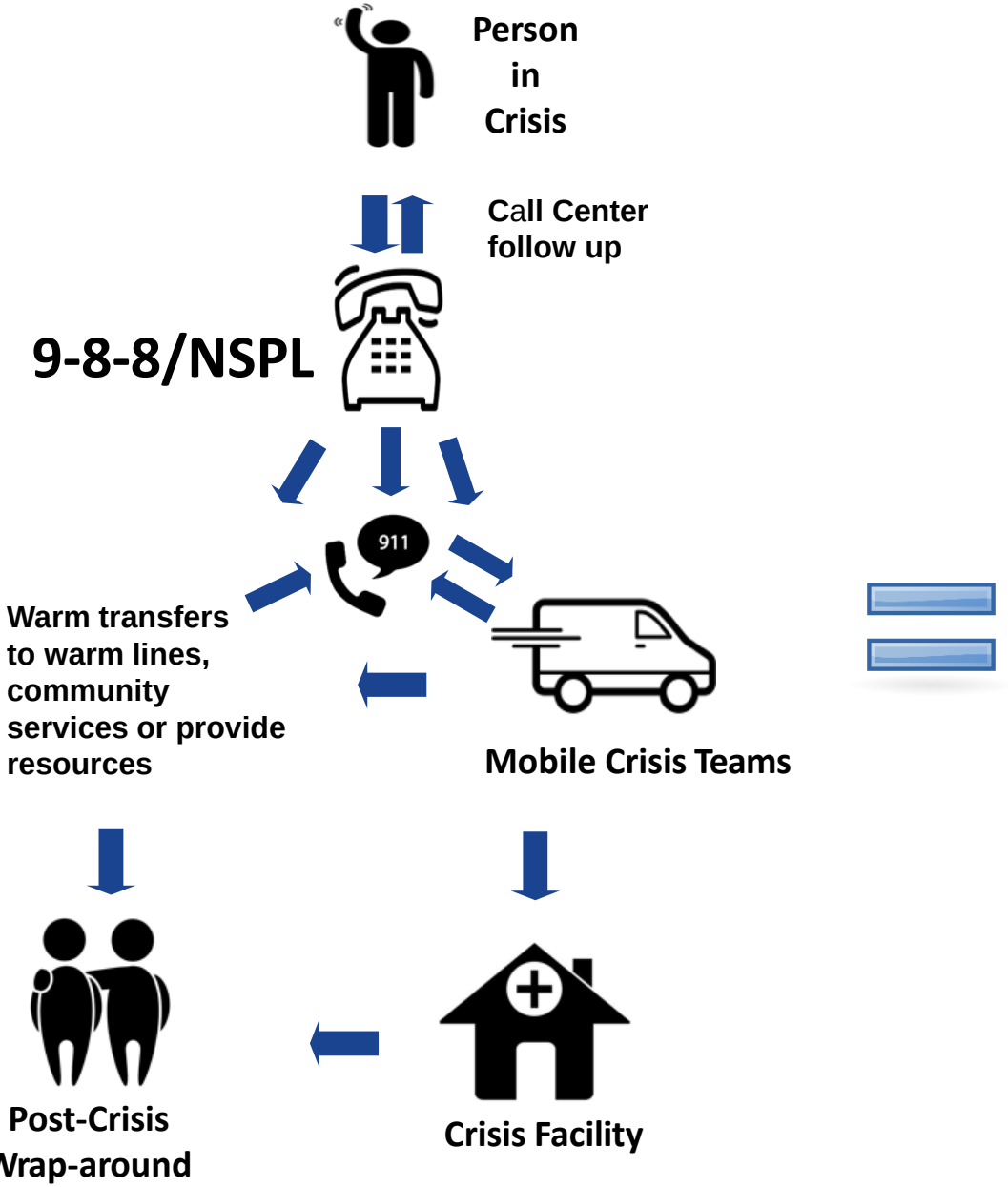
A PLACE TO GO (Stabilize)

- Crisis Receiving and Stabilization Services, Behavioral Health Urgent Care, Facility Based Crisis, Peer and Community Respite, ED, Inpatient, Outpatient, Aftercare and Peers

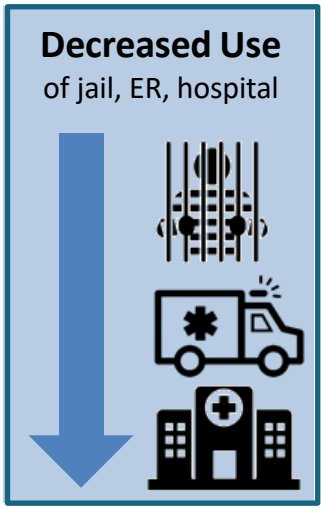
PREVENTION / POST-VENTION SUPPORTS

- Outpatient, Aftercare and Peers
- Outreach & Training –ASIST, QPR, CALM, SAVE, PsychArmor, ASK the QUESTION

Behavioral Health Emergency Response







Discussion/Questions



Contact Information

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