
988 & Behavioral Health Crisis System

*“Someone to call, someone to respond,
somewhere to go”*



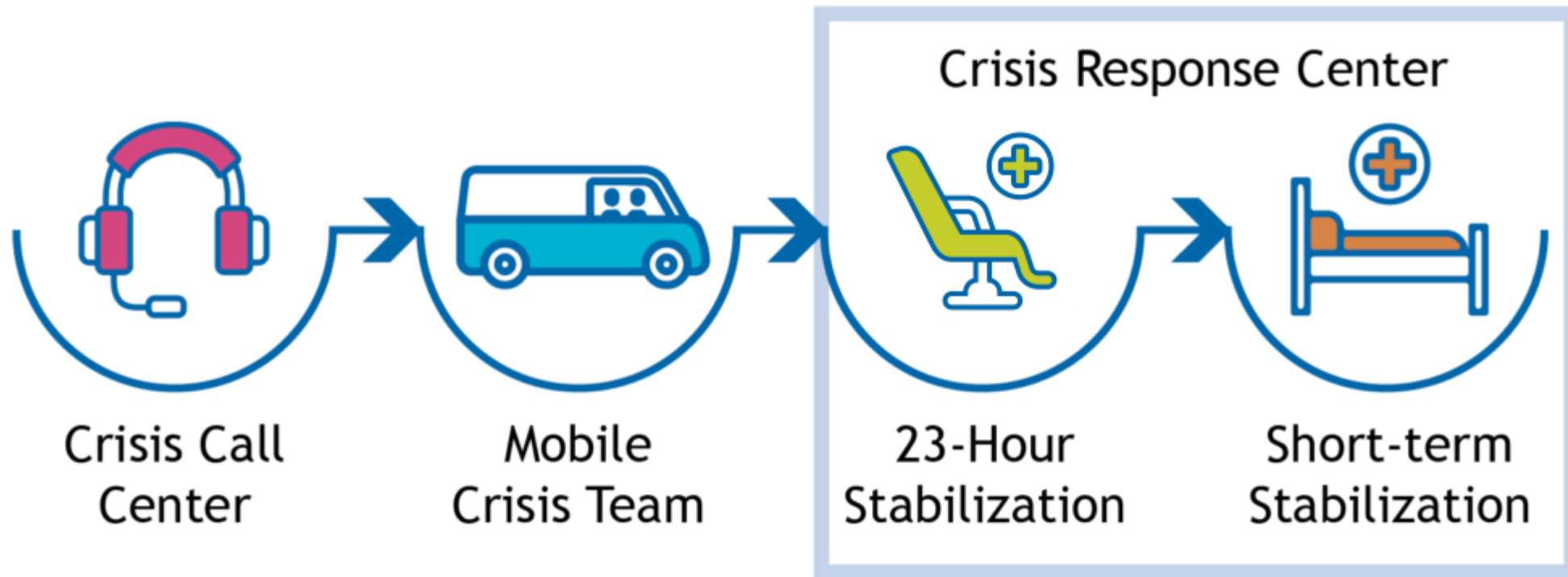
Presenters: Sarah Adelhart, Rose Thompson and
Dean Carson

988 & Behavioral Health Crisis System

- Since its launch in July 2022, anyone who needs suicide or mental health-related crisis support, or who has a loved one in crisis, can connect with a **trained counselor** by **calling, chatting, or texting 988**.
- Crisis System implementation includes 3 different programs
 - **988 Call Centers**
 - **Mobile Crisis Intervention Services (MCIS)** as well as **Mobile Response and Stabilization Services (MRSS)** for children, youth, and young adults (0-20 years)
 - **Crisis Receiving Centers (CRC)** and **Crisis Stabilization Centers (CSC)**
- Some of these exist at a foundational level, and we are enhancing them, and some are brand new. Counties are at various stages of crisis system implementation.

What is the Crisis Now Framework?

Someone to Talk to, Someone to Respond and a Place to Go



Someone to Call

988 Call Centers

- **Goal:** Provide every person in Oregon a no-barrier, **confidential, compassionate, trained response during moments of crisis** informed by clinical best practice and voices of lived experience
- Individuals, family members, friends or bystanders can connect with a trained crisis counselor 24/7 by calling or texting the three-digit number, **9-8-8**, or sending a chat online
- 988 supports callers of **all backgrounds and demographics**, including youth, older adults, rural Oregonians, people of color, people with disabilities and people of all genders and sexual orientations
- 988 call centers provide **24/7 service** via phone, text and chat in English and Spanish
- **Interpretation** is available in 250+ languages and for callers who are Deaf or Hard of Hearing
- **Follow-up calls** are offered for all callers at imminent risk of suicide
- **Referrals** to community resources are offered and available for all callers who are interested

Someone to Respond

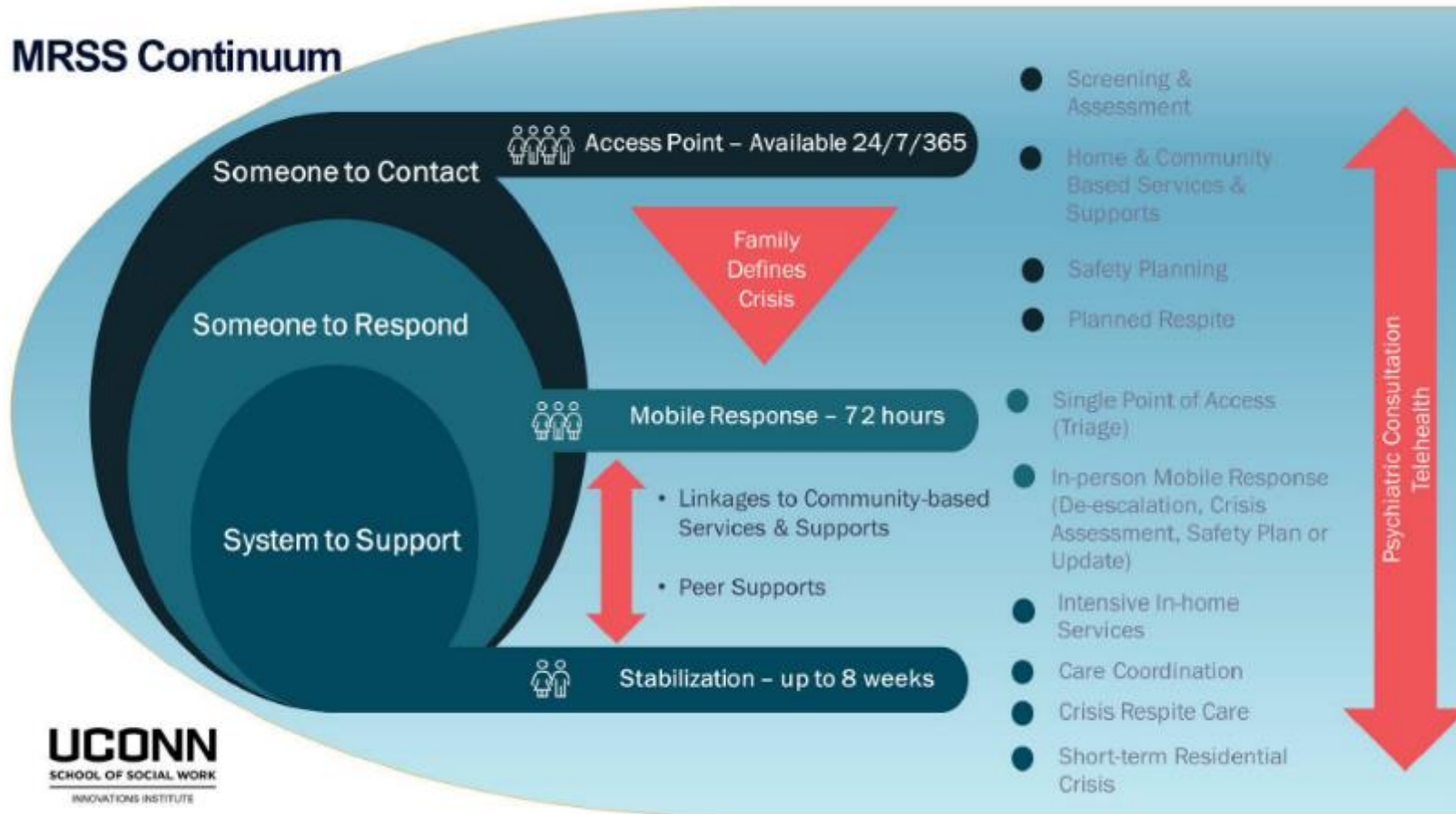
Mobile Crisis Intervention Services

- New enhanced requirements for Mobile Crisis Intervention Services and Stabilization Services (OAR 309-072)
- Available 24/7/365 to **people of all ages, regardless of insurance type**
- A **two-person team** is required to respond to the location of the individual in crisis (does not include law enforcement)
- **Enhanced training requirements** including naloxone administration
- **Suicide screening required**
- In addition to the initial crisis response, Mobile Crisis Intervention Services also includes follow-up services which may be provided for up to 72 hours

Someone to Respond

Mobile Response and Stabilization Services: Youth/Families

MRSS Continuum



Mobile Response and Stabilization Services

Mobile Response and Stabilization Services (MRSS) provide support to youth and their families in situations of stress or crisis, and stay involved until supports are in place.



For more information, scan QR code or call 988



Document accessibility: For individuals with disabilities or individuals who speak a language other than English, Crisis can provide information in alternate formats such as braille, large print, or audio. Please contact 503.988.2000 for more information. 503.988.2000 ext 501

Somewhere to Go

Crisis Receiving and Stabilization Centers

- **Goal:** To provide a safe and secure environment that is staffed with clinical practitioners to (1) stabilize an individual (2) interrupt the jail/hospital pipeline (3) help those in crisis quickly return to their community
 - CRCs are less than 24-hour outpatient facilities
 - Accepts all age-appropriate referrals
 - Primarily utilizes recliners
 - CSCs are 24-hour to 14-day inpatient facilities
 - Accepts all referrals from a CRC
 - Facility with beds
- Statewide crisis receiving and stabilization centers are currently in the planning phase
- **There is currently no statewide funding stream**

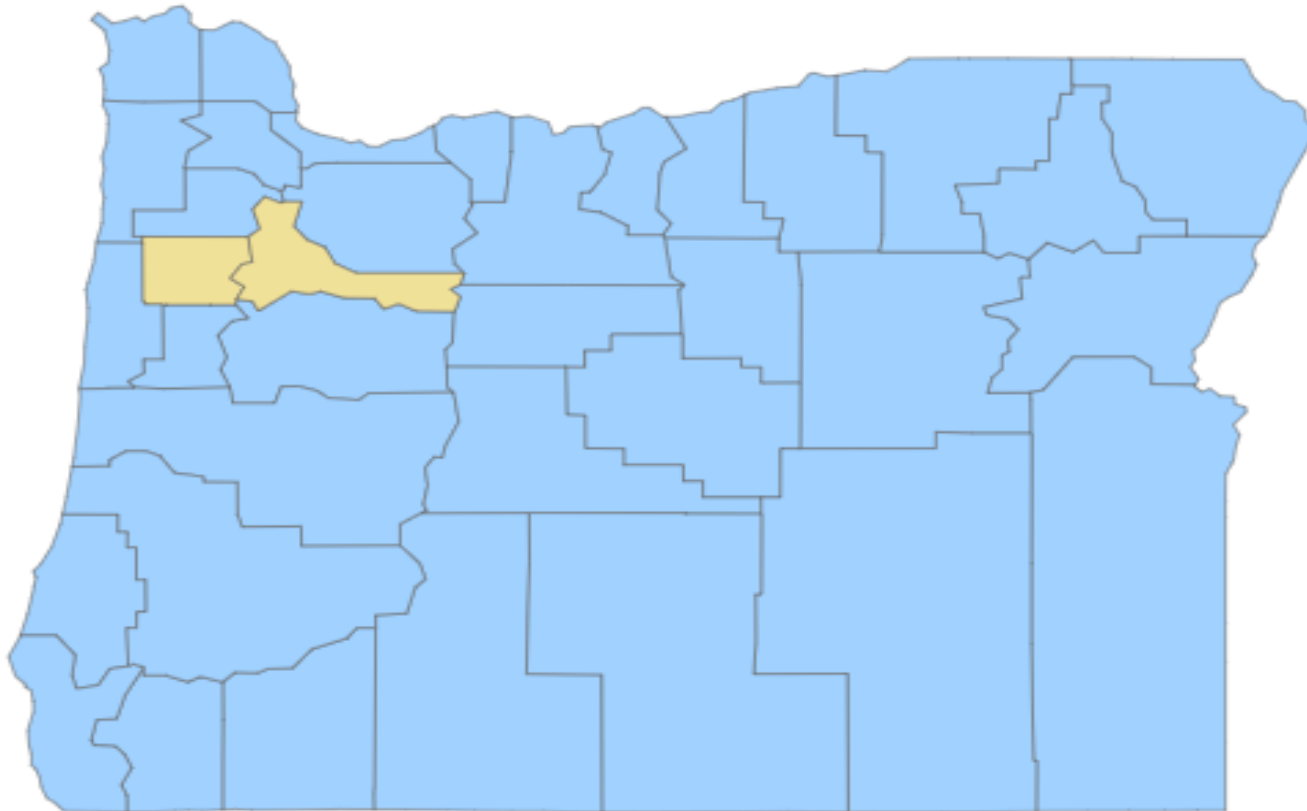
How is 988 going? Who is being served?

Review of 2023 call center data

Oregon's two 988 centers

988 Call Center Service Area 2023

Call Center ● Lines For Life ● Northwest Human Services

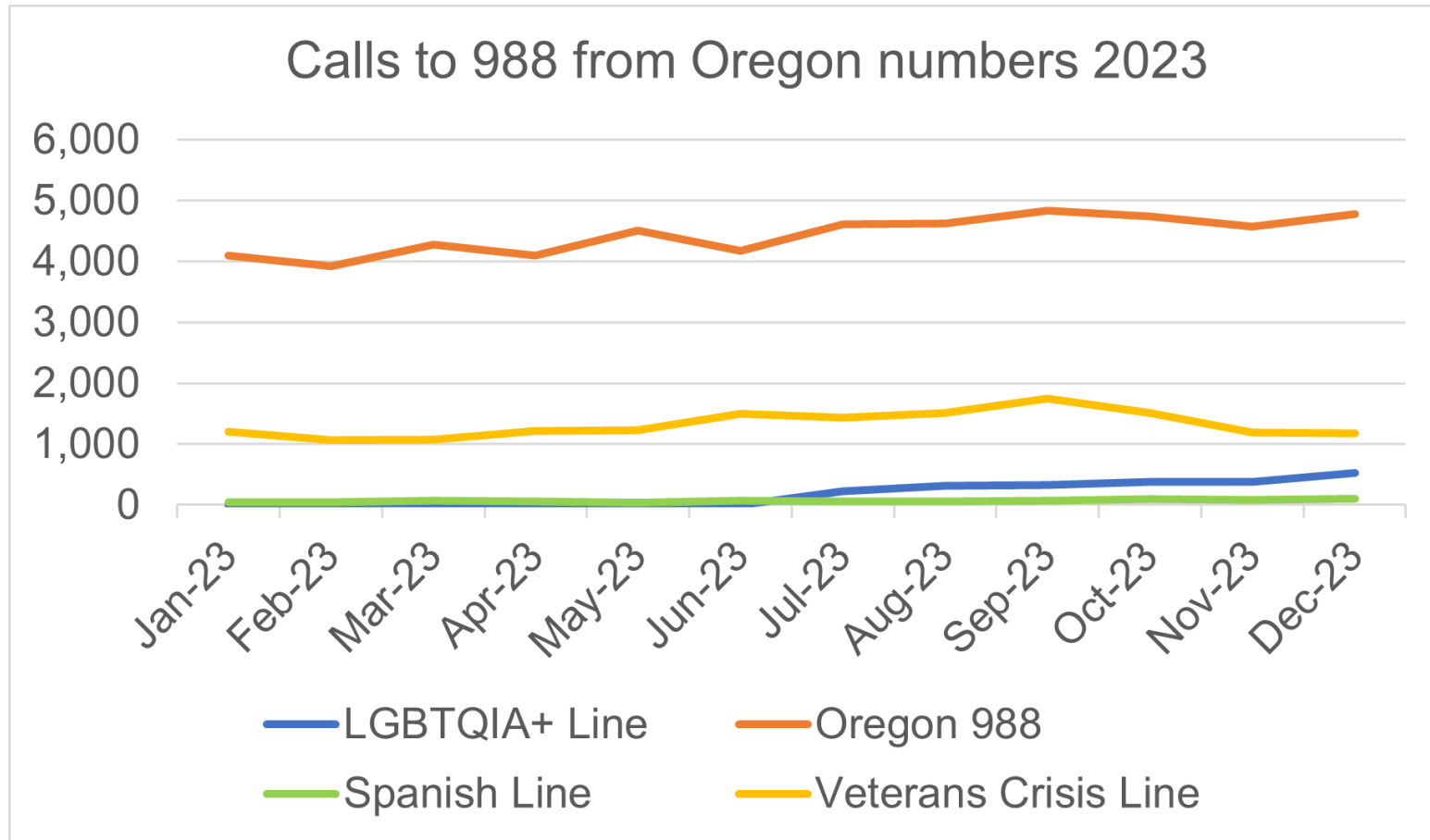


Monthly average:
Call – 3,500
Text – 500
Chat – 400



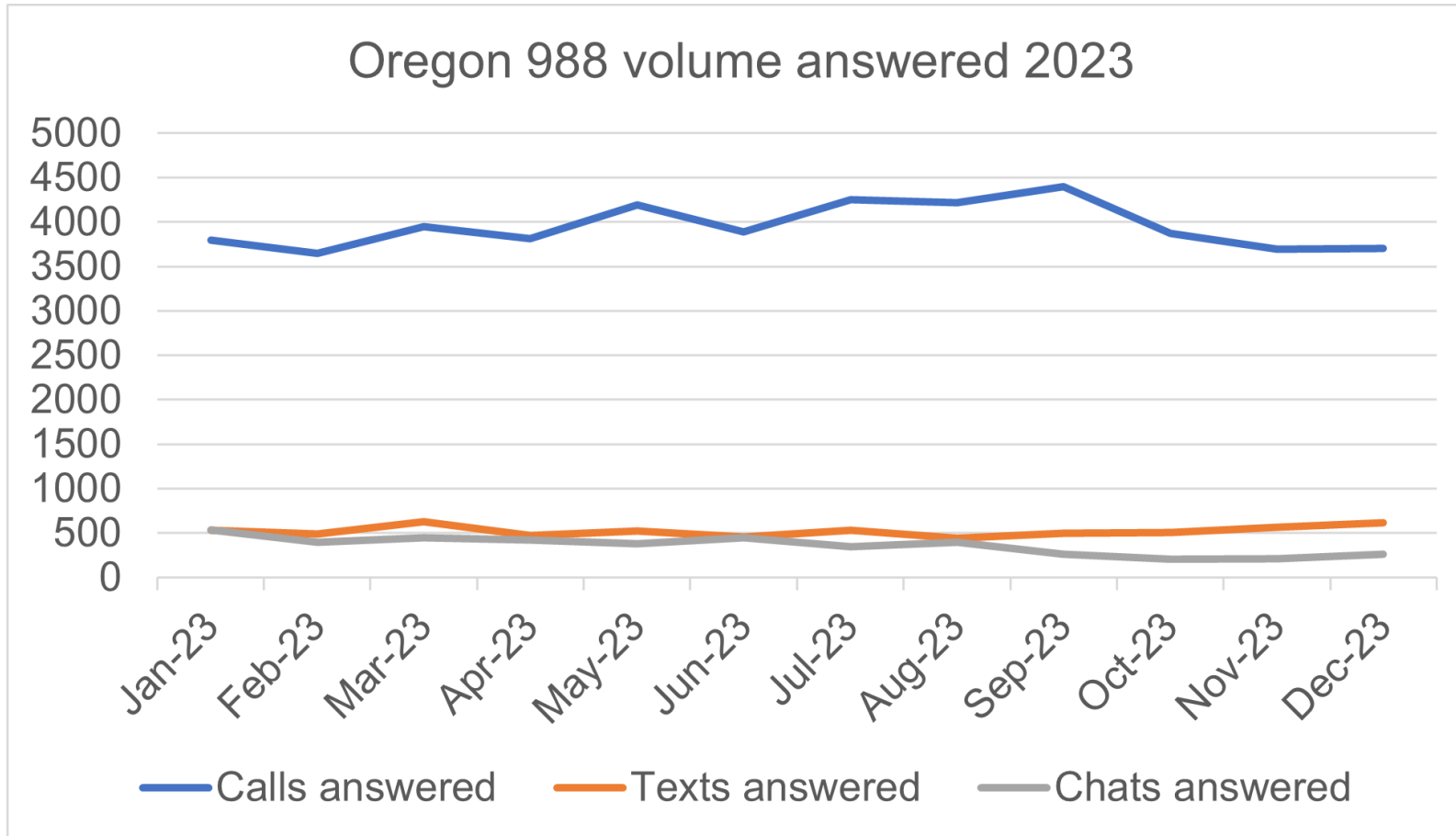
Monthly average:
Call – 300
Text + chat: In development

988 contacts routed from Oregon numbers in 2023



Line	Total	Monthly Average	%
Oregon 988	53,235	4,436	74%
Veterans Crisis Line (VCL)	15,896	1,325	22%
LGBTQIA+ Youth Line	2,150	179	3%
Spanish 988	787	66	1%
Total	72,068	6,006	100%

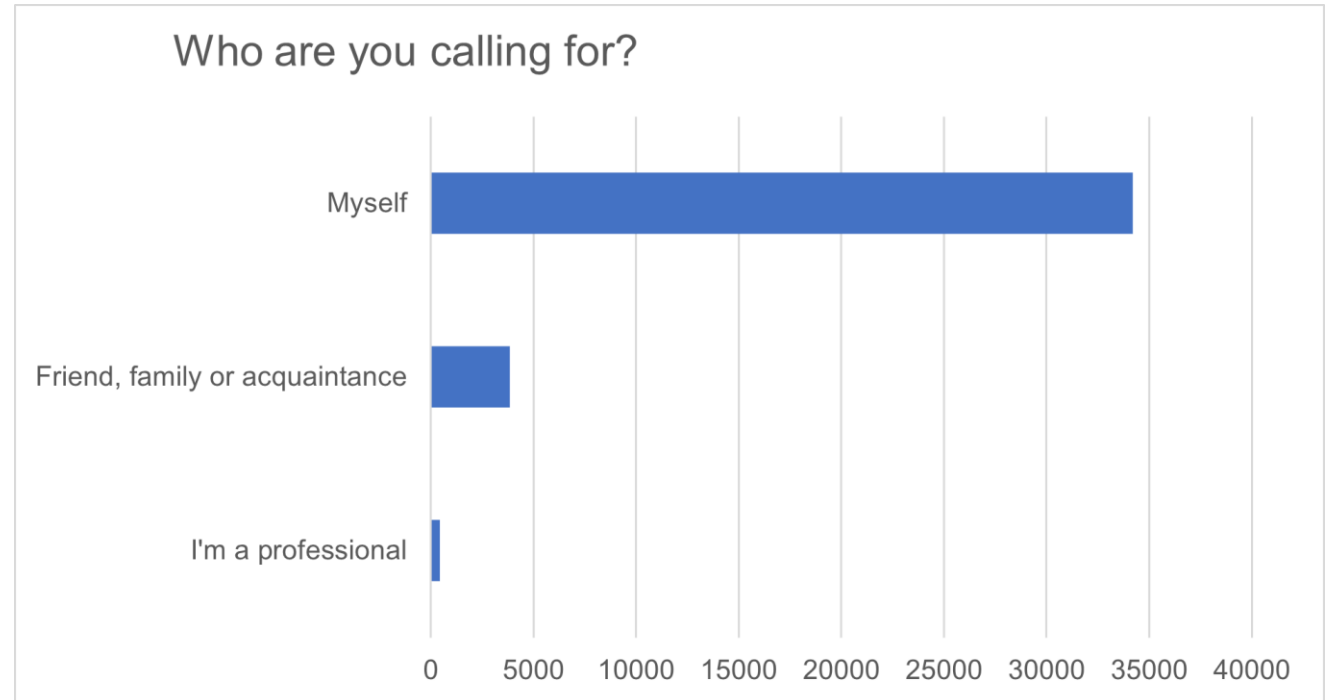
988 contacts answered in Oregon in 2023



Contact type	Total	Monthly Average	%
Calls	47,439	3,953	82%
Texts	6,271	523	11%
Chats	4,294	358	7%
Total	58,004	4,834	100%

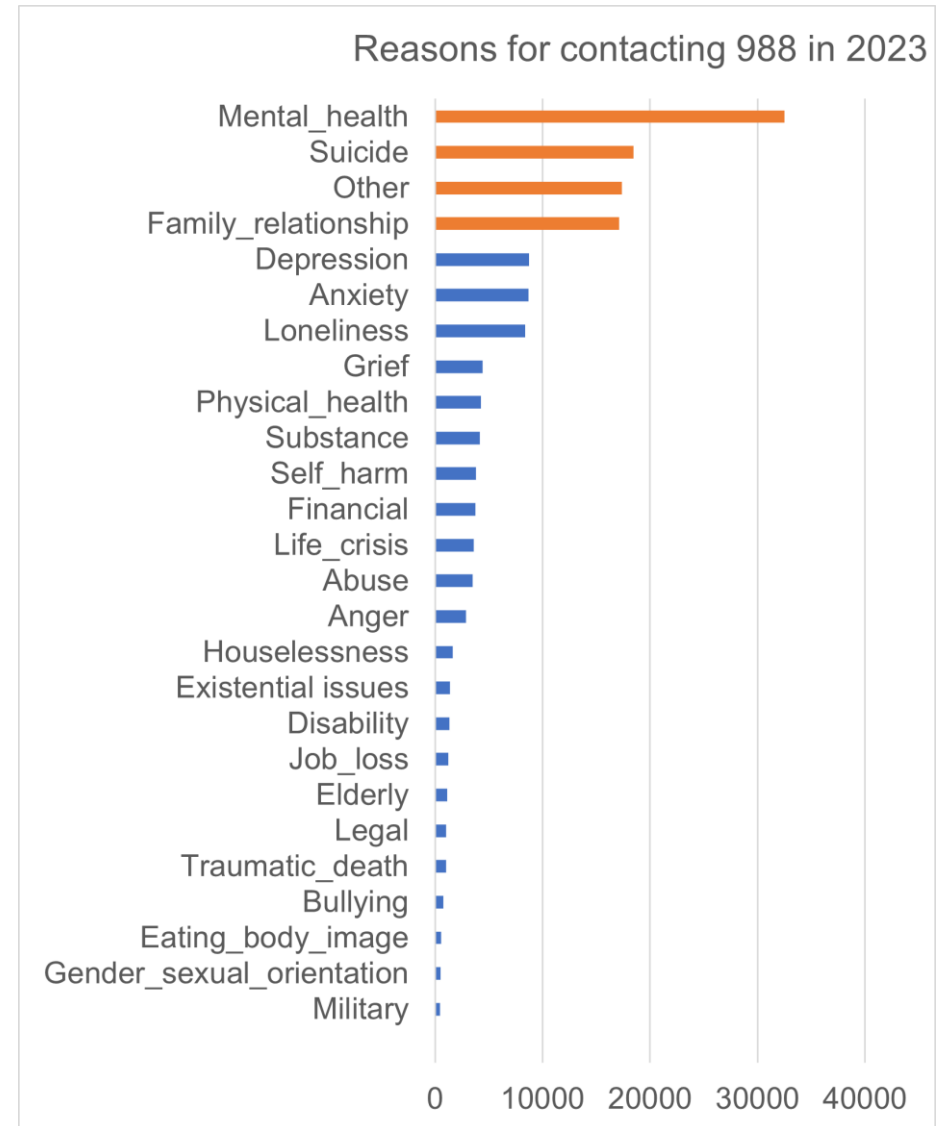
Who does 988 serve?

- People of all ages reach out to 988
- People reach out from all backgrounds – across race/ethnicity, gender identity, disability, and military experience
- People contact 988 for:
 - Themselves
 - Family
 - Friends
 - Clients they serve
 - People in their community



What do people call about?

- Average call length:
~ 30 minutes
- Average text / chat:
~ 1 hour



What types of resources can 988 offer?

- About 10% of 988 contacts request resources
- Most resources are related to **mental health**. Other frequent services include **substance use, housing, and financial assistance**.
- In addition to resources, 988 can offer **direct transfers** to county crisis lines and other local services.
- 988 can also arrange for **in-person support** – through 911/Emergency Services or through county **mobile crisis intervention teams**.

Additional types of resources 988 can offer

- Education
- Employment
- Faith-based resources
- Food
- Population specific services
- Insurance/OHP
- Legal support
- Physical Health
- Veteran/Military
- Victim services
- Youth and family

What should people know about calling 988?



Call routing and notes about the national network

- Currently there are more than **215 988 Lifeline centers**
 - Calls route by county based on area code
- The national network provides support with:
 - Training
 - Quality assurance
 - Technical infrastructure
 - Monitoring and evaluation of service outcomes
 - Research and development for crisis line best practice
 - Marketing and awareness
- The national network also provides backup line and specialized service



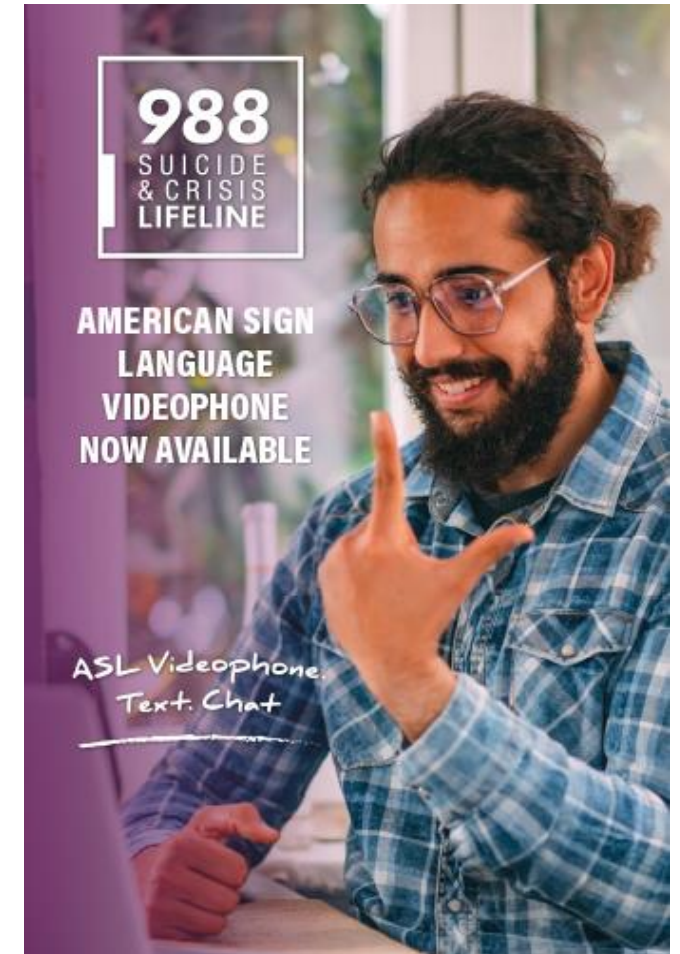
National 988 lines for specialized support



The Veterans Crisis Line is available for all Veterans and their loved ones.



HEALTH SYSTEMS DIVISION
Behavioral Health



What can you do to help?

- Answer questions and combat misinformation about 988
- Spread the word and find resources:
 - <https://www.samhsa.gov/resource-search/988>

Stickers

These 2x2 inch stickers in English and Spanish help publicize the 988 Suicide & Crisis Lifeline.



"There is hope" 988 Sticker in Pink

- [Download in English \(PDF | 62 KB\)](#)
- [Printer-ready file in English \(PDF | 233 KB\)](#)
- [Order from the SAMHSA Store \(English\)](#)
- [Download in Spanish \(PDF | 64 KB\)](#)

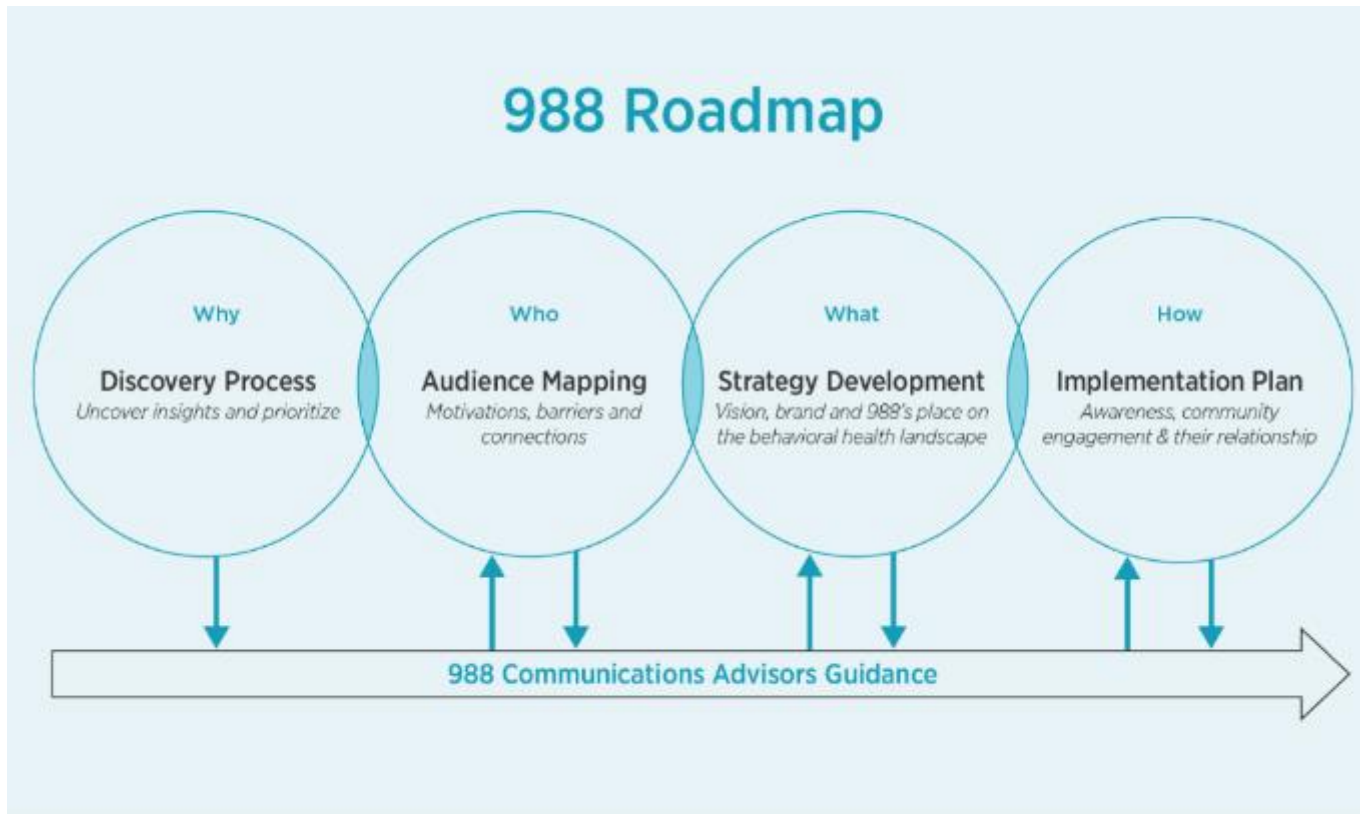
"There is hope" 988 Sticker in Green

- [Download in English \(PDF | 63 KB\)](#)
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- [Download in Spanish \(PDF | 64 KB\)](#)



Building Oregon's 988 communications and community engagement campaign

Initial community interviews



NORTHWEST PORTLAND AREA INDIAN HEALTH BOARD
Indian Leadership for Indian Health



Q&A

Future questions and feedback:

Oregon988.Feedback@odhsoha.oregon.gov

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