



# 988 & Accessing the Crisis System

November 1, 2022



# Inspiring *Hope*

- Providing crisis line services since 2007
- Nationally accredited
- 988 and statewide crisis lines in Arizona and Oklahoma
- Solari's Arizona crisis call center is the largest by volume in the country – taking 30,000 calls per month



# Best Practice Expectations



Incorporate Caller ID functioning



Implement GPS-enabled technology in collaboration with partner crisis mobile teams to more efficiently dispatch care to those in need



Utilize real-time regional bed registry technology to support efficient connection to needed resources



Schedule outpatient follow-up appointments with a warm handoff to support ongoing care following a crisis episode

# Minimum Expectations

Operate every moment of every day (24/7/365)

Staffed with clinicians overseeing clinical triage and other trained team members to respond to all calls

Answer every call or coordinate overflow coverage with a resource that also meets all crisis call center expectations

Assess risk of suicide in a manner that meets national suicide prevention lifeline standards and danger to others on every call

Coordinate connections to crisis mobile team services in the region

Connect individuals to facility-based care through warm hand-offs and coordination of transportation as needed

# Dashboard

## Benchmarks

Average Speed Of Answer  
**3.86** seconds

Average Delay  
**7** seconds

Call Abandonment Rate (<3%)  
**0.1%**


## Volume & Dispatches


Crisis Call Volume  
**21,330**

Mobile Team Dispatches  
**1,145**

Crisis Transportation Dispatches  
**405**

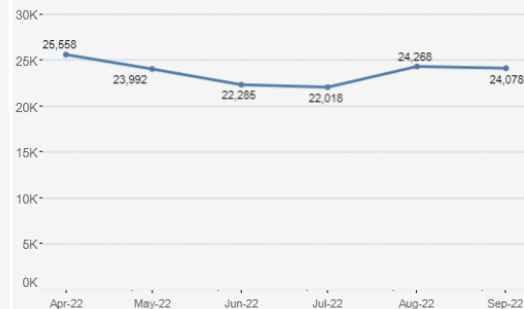
## First Responders

 Fire Contacted CRN  
**28**

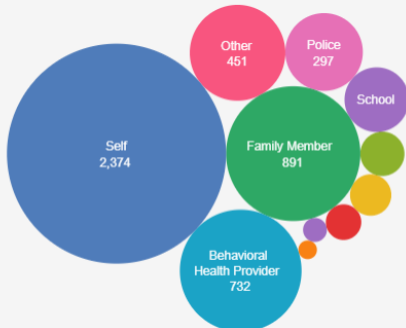
 CRN Contacted First Responders  
**28**

 PD Contacted CRN  
**297**

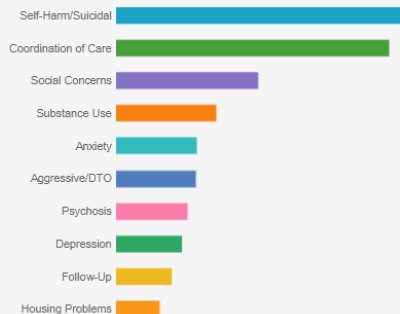
## Call Volume Trend



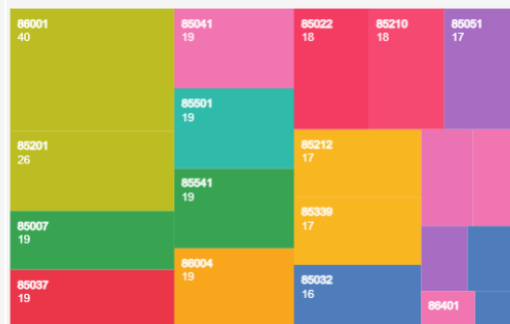
## Referral Sources



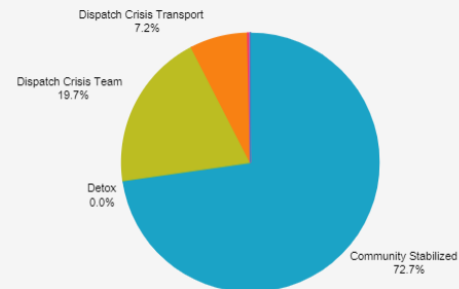
## Top 10 Reasons for Calling



## Top Areas Served



## What Happens After Calling CRN

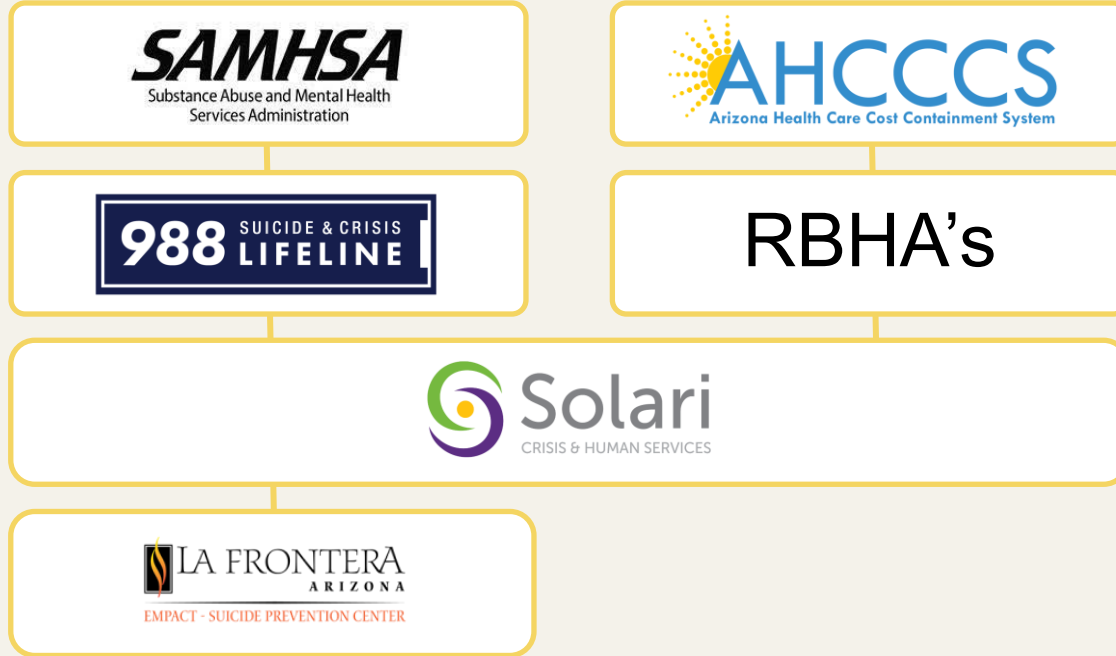


# 988 Suicide & Crisis Lifeline

The 988 Suicide & Crisis Lifeline, formerly known as the National Suicide Prevention Lifeline, provides 24/7, free and confidential support to people in mental health-related distress or suicidal crises.



# System Oversight



# National vs. Local

## National

- Routed by area code
- You will first hear a recording, “Press 1 for veterans, press 2 for Spanish...”
- Call is then routed by area code
- A person will answer and if needed can dispatch mobile crisis teams if the responding center is local

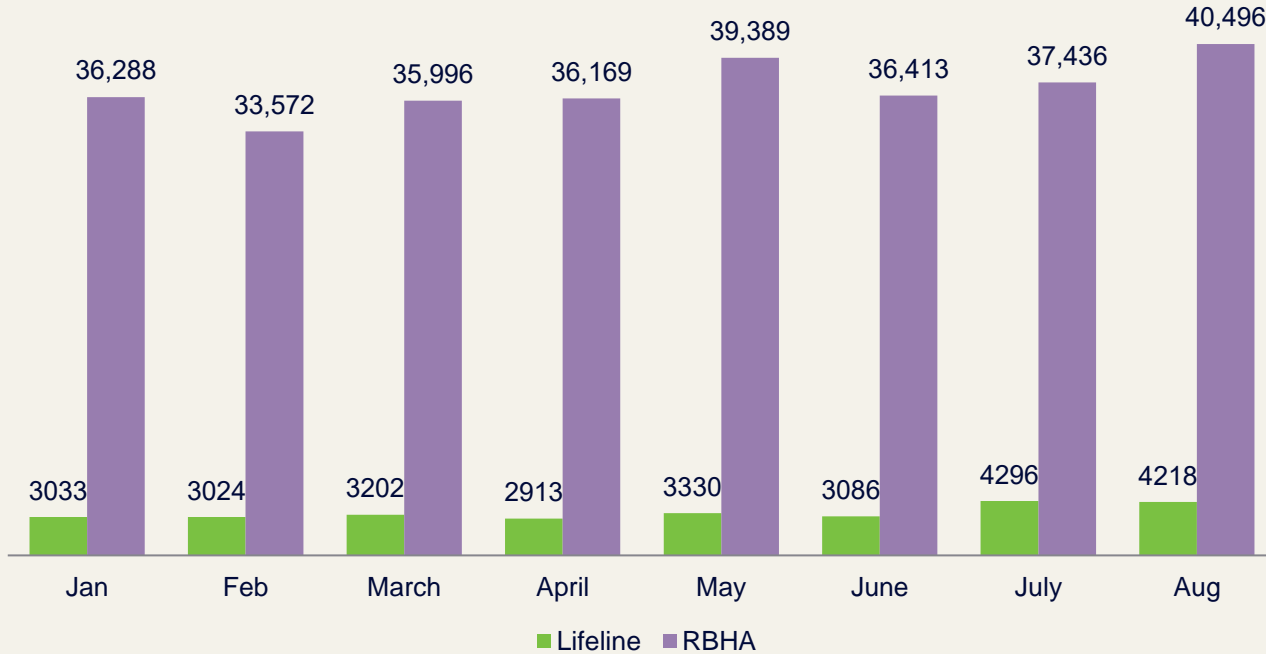
## Local

- Routes directly to Solari
- A person will answer
- Ability to dispatch mobile crisis teams

**Because Solari is the 988 and Statewide provider, Arizonans can expect a consistent response, regardless of what number you call**



# 988 vs AZ Lifeline Call Volume



# Reasons for Calling

✓ Depression	✓ Anxiety	✓ Coordination of Care
✓ Psychosis	✓ Relationship/ Social Concerns	✓ Self-Harm
✓ Suicide	✓ Substance Use	✓ Danger to Others

# What to Expect

Calls/texts are answered quickly by a real person

We will ask for name, birthdate, and phone number

We will also ask if you are thinking about suicide or harming anyone else

You can remain anonymous

Information provided is private and confidential

Don't wait for a crisis, call early to help prevent a crisis

Call as a third party to get information or resources for another person

# 911 Diversion Components

## Collaboration

Building relationships and establishing trust

## Training

Provide information on the crisis system capabilities

## Policy Refinement

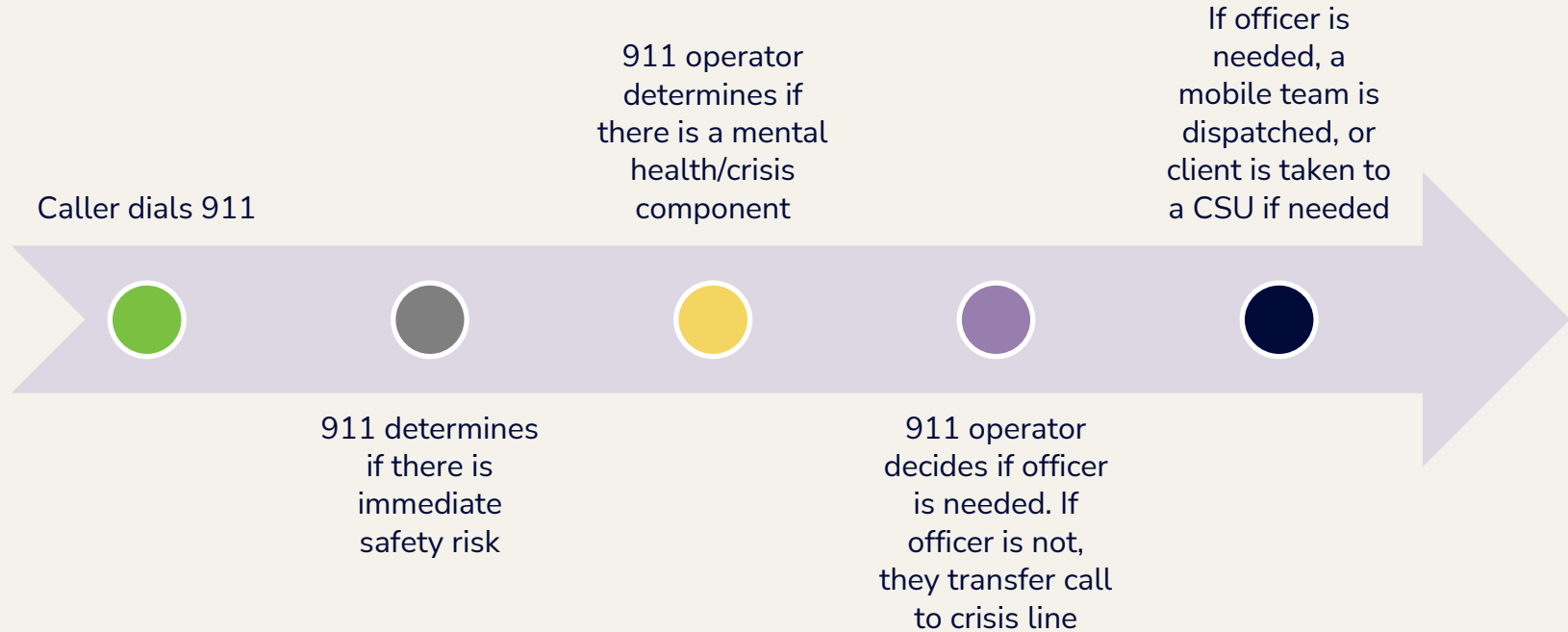
Align policies to establish clear guidelines between PD and crisis

## Co-Location

Integration of programs and real-time collaboration



# 911 Diversion Workflow



# Dispatch Management

DMS QA

Save Configuration

Vehicle History

Dispatch Admin

Team History

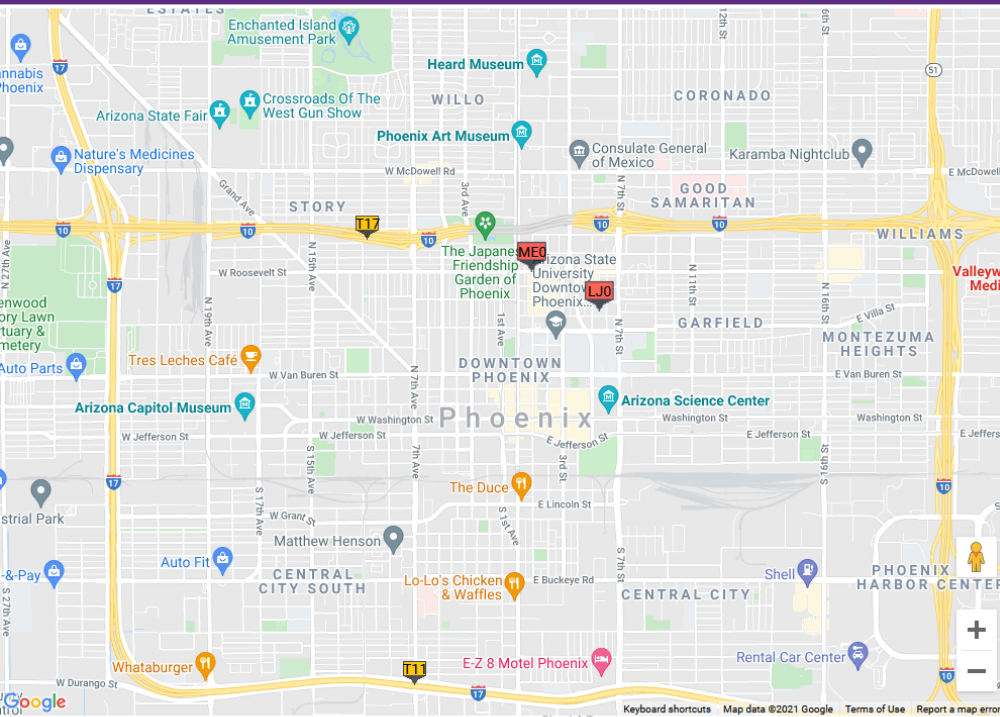
Zephyr Status History

Admin

Manage Teams

Dms Qa

Logout



Dispatch Type: Mobile Team - Central AZ  Group By Line Of Business

Providers: Empact, Terros

Dispatch Requests

Status:

Mobile Team - Central AZ	
P	Status: Pending AD3
N	Status: Pending
M	Status: Pending
L	Status: Pending
M	Status: Pending

Active Dispatches

Mobile Team - Central AZ	
W	Status: Dispatched CBN
A	Status: Dispatched
A	Status: OnScene
A	Status: Dispatched
MC4	DispatchHold : 11/16/21 08:16:00
E34	PriorityDispatch : 11/16/21 08:16:04
PV1	Available : 10/19/21 14:42:10
T32	Available : 11/23/21 07:30:08
T11	Available : 12/06/21 15:05:12
T42	Available : 12/06/21 15:18:05
FS2	Available : 12/06/21 15:42:14
E12	Available : 12/14/21 10:22:51
E15	Dispatched : 11/18/21 14:25:33
T14	Dispatched : 11/22/21 14:30:08
E21	Dispatched : 11/29/21 10:47:49
FS1	EnRoute : 12/09/21 11:49:40
PV3	OnScene : 11/29/21 11:48:22
T19	Unavailable : 11/22/21 13:39:42
MC3	NotWorking : 11/18/20 23:18:01

Providers  Dispatch Status

Shift Start Date Begin: 12/17/2021

Shift Start Date End: 12/17/2021

# 211, 988, or 911

- Health and human services information such as utility assistance, food box, non-emergent transportation, employment support.

211



- Mental health related crisis line. Can assist with suicide prevention, substance use and other mental health challenges.

988



- Emergency services when someone's life is at imminent risk.

911



# Local Helplines

## Teen Lifeline

602-248-TEEN

3 PM – 9 PM

Teens supporting teens for non-crisis situations. Supervised by a licensed professional

## 2-1-1 Arizona

2-1-1

24/7

Information and referral for health and human services.

## Crisis Line

988 or 844-534-HOPE

24/7

Crisis and suicide prevention support. Access to mobile crisis teams and crisis transportation.





# Thanks!

Do you have any questions?

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