988 & Accessing the Crisis System

November 1, 2022
• 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
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.
# National vs. Local

<table>
<thead>
<tr>
<th>National</th>
<th>Local</th>
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<tbody>
<tr>
<td>• Routed by area code</td>
<td>• Routes directly to Solari</td>
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<td>• You will first hear a recording, “Press 1 for veterans, press 2 for Spanish...”</td>
<td>• A person will answer</td>
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<td>• Call is then routed by area code</td>
<td>• Ability to dispatch mobile crisis teams</td>
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<td>• A person will answer and if needed can dispatch mobile crisis teams if the responding center is local</td>
<td><strong>Because Solari is the 988 and Statewide provider, Arizonans can expect a consistent response, regardless of what number you call</strong></td>
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988 vs AZ Lifeline Call Volume

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<thead>
<tr>
<th></th>
<th>Lifeline</th>
<th>RBHA</th>
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<tbody>
<tr>
<td>Jan</td>
<td>36,288</td>
<td>3033</td>
</tr>
<tr>
<td>Feb</td>
<td>33,572</td>
<td>3024</td>
</tr>
<tr>
<td>March</td>
<td>35,996</td>
<td>3202</td>
</tr>
<tr>
<td>April</td>
<td>36,169</td>
<td>2913</td>
</tr>
<tr>
<td>May</td>
<td>39,389</td>
<td>3330</td>
</tr>
<tr>
<td>June</td>
<td>36,413</td>
<td>3086</td>
</tr>
<tr>
<td>July</td>
<td>37,436</td>
<td>4296</td>
</tr>
<tr>
<td>Aug</td>
<td>40,496</td>
<td>4218</td>
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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

Policy Refinement
Align policies to establish clear guidelines between PD and crisis

Training
Provide information on the crisis system capabilities

Co-Location
Integration of programs and real-time collaboration
911 Diversion Workflow

Caller dials 911

911 determines if there is immediate safety risk

911 operator determines if there is a mental health/crisis component

911 operator decides if officer is needed. If officer is not, they transfer call to crisis line

If officer is needed, a mobile team is dispatched, or client is taken to a CSU if needed
211, 988, or 911

- **211**
  - Health and human services information such as utility assistance, food box, non-emergent transportation, employment support.

- **988**
  - Mental health related crisis line. Can assist with suicide prevention, substance use and other mental health challenges.

- **911**
  - Emergency services when someone’s life is at imminent risk.
## Local Helplines

### Teen Lifeline
- **Phone:** 602-248-TEEN
- **Operating Hours:** 3 PM – 9 PM
- **Services:** Teens supporting teens for non-crisis situations. Supervised by a licensed professional

### 2-1-1 Arizona
- **Phone:** 2-1-1
- **Operating Hours:** 24/7
- **Services:** Information and referral for health and human services.

### Crisis Line
- **Phone:** 988 or 844-534-HOPE
- **Operating Hours:** 24/7
- **Services:** Crisis and suicide prevention support. Access to mobile crisis teams and crisis transportation.
Thanks!

Do you have any questions?

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