



988 Creating a Trauma-informed crisis system

NCSL Military & Veteran Affairs Task Force



**Current Crisis System
Vision for 988
HB 1477
Clinical Skills/Training**

emergency numbers

Write in the telephone numbers you will need in case of emergency.

Obtain your Emergency Police and Fire numbers from the list below.



fire



police



state patrol

627-3531



doctor



grady ambulance

523-4711

FBI

Federal Bureau of Investigation (FBI)

521-3900

Georgia Bureau of Investigation (GBI)

627-3531

► or dial "OPERATOR" in any emergency and say for example

"I want to report a fire at _____"
or "I want a policeman at" etc.

If you cannot stay at the telephone, tell the "OPERATOR" the exact location where help is needed.



911 was not designed for behavioral health crises



Police are default responders



One in 4 shootings is someone experiencing a behavioral health crisis



Police are not clinicians nor did they ask to take on that role



I-800-273-TALK

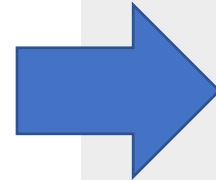
NATIONAL

SUI**IDE**

PREVENTION

LIFELINE™

www.suicidepreventionlifeline.org



988

Behavioral
Health Crisis &
Suicide Hotline



CRISIS NOW
Transforming Crisis Services



**American
Foundation
for Suicide
Prevention**



nami

National Alliance on Mental Illness

Community-Based

Facility-Based

Peer Warm
Line & Crisis
Navigators

Crisis
Clinical
Answering
Service

Crisis Call /
Text / Chat
Hub

24/7
Outpatient

Hospital
Rapid
Response

Community
Mobile Crisis

Peer
Respite/
Short Term
Residential

23 Hour
Urgent Care

Crisis
Stabilization
(Short Term
Crisis
Hospital
Beds)

Acute Care
Inpatient

1

2

3

Contact | Support | Rescue



Anyone, Anytime, Anywhere

CRISIS CALL HUB



Best Practice:

Suicide Assessment, GPS Mobile Team
Dispatch, Bed Registry, Follow up



MOBILE CRISIS

Best Practice:

Clinical response, Peer part of team,
GPS-enabled Tech, Engaging Police as
Last Resort



24H CARE

Best Practice:

Dedicated First Responder Area,
Incorporate Intensive Support Beds, Bed
Registry & Connections to Ongoing Care

HB 1477 (988 bill)

- *Prepare WA state for 988*
- *Enable telecom fee (24 cents/month, increased to 40 cents)*
- *Expand our three call centers (suicide hotlines to 988 HUB call centers)*
- *Fund the first 988 Tribal line*
- *Large scale planning– landscape to expansion efforts --building a culturally sensitive, trauma informed crisis system --including persons with lived experiences*
- *NDA's– next day appointment (includes private plans by 2023)*
- *Some initial investments to expand crisis teams*

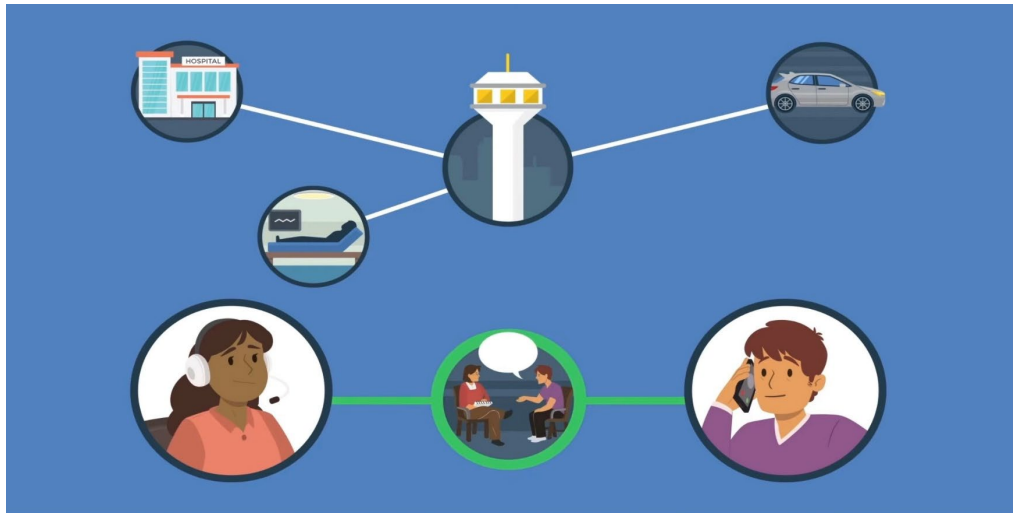
Expansion of Designated Suicide Lifelines (988 Call HUBS)

Volunteers of America (VOA) 

- 988 Tribal line

Crisis Connections 

Frontier Behavioral Health 



- *Increased resources to double staffing levels*
- *Suicide Screenings*
- *Triage*
- *Follow up (2022)*
- *Dispatch crisis teams (rapid response 2023)*
- *Next Day Appointments (2023)*
- *Access to bed openings (2023)*
- *Protocols/warm handoffs with 911*

Enhanced Crisis Response and Crisis Stabilization Bed/Resources

- *How do we...*
 - *ensure crisis response services are available statewide?*
 - *enhance crisis teams to be able to respond in 15-20 minutes?*
 - *create crisis teams/crisis stabilization services that are trauma informed and culturally sensitive to meet the needs of diverse populations including veterans?*
 - *How is 988 working for veterans and their families?*



DIVERSE

INCLUSIVE

ACCEPTING

WELCOMING

SAFE SPACE

FOR EVERYONE

Rep. Tina Orwall, 33rd
Legislative District

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Thank you!

