



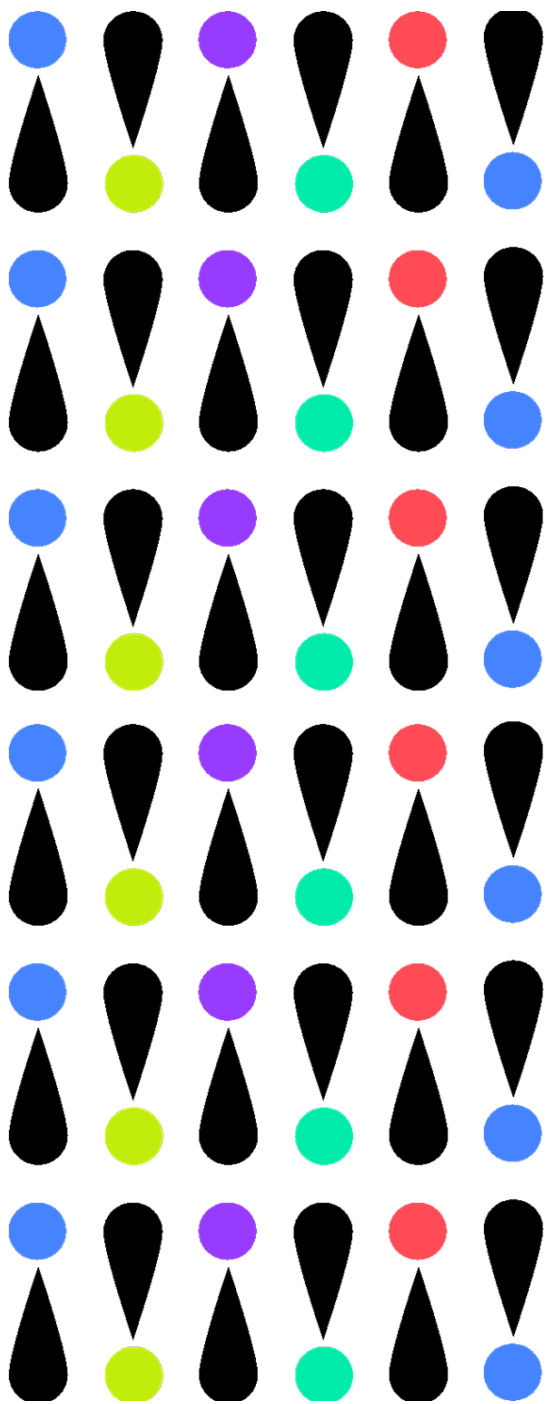
988: Waaay Beyond Beds

NASMHPD Conference

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Vibrant Emotional Health & the
National Suicide Prevention Lifeline

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Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services, the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services.



How is 988 different than 911?

“988 is designated as the universal telephone number within the United States for the purpose of the national suicide prevention and mental health crisis hotline system operated through

the National Suicide Prevention Lifeline...”.



Centralized Network Routing

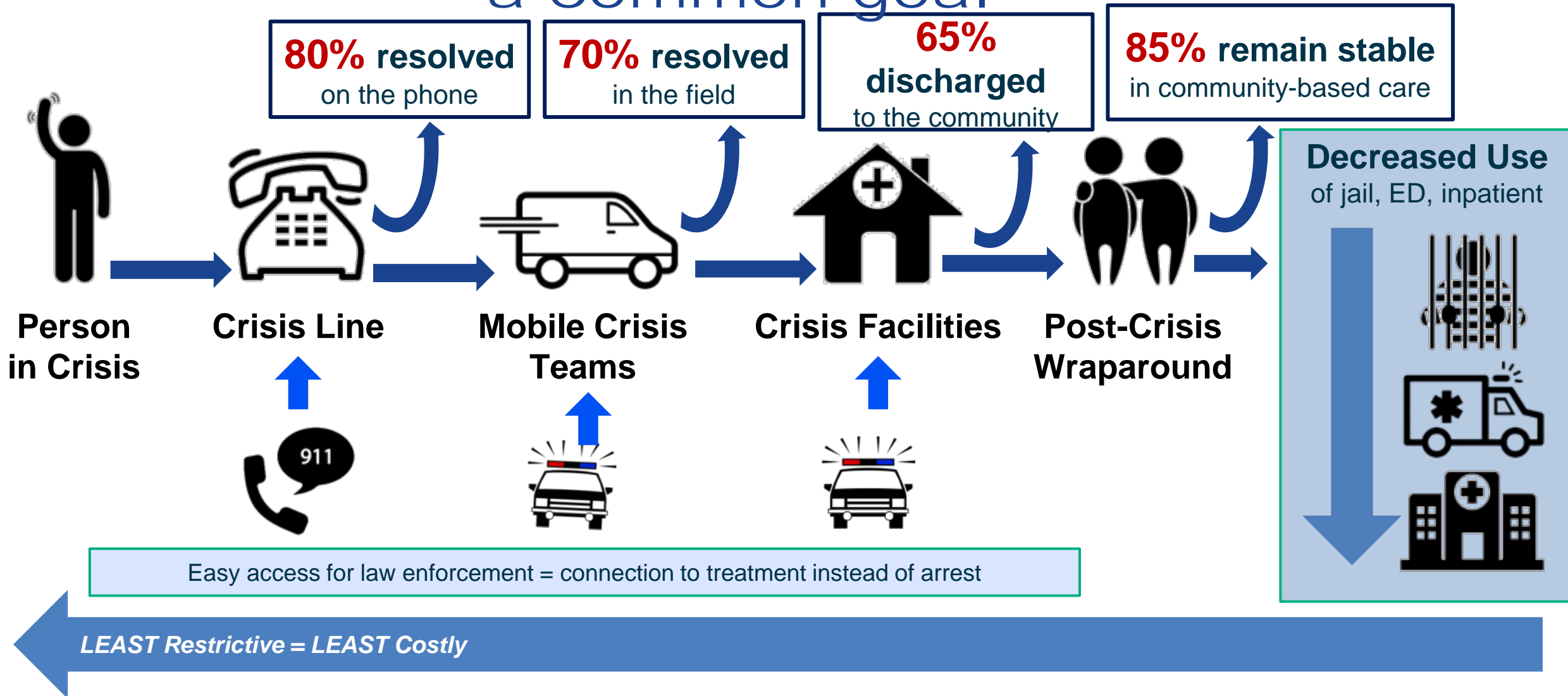
- Backups and Efficiencies
- Centralized quality assurance and operating standards



A Crisis Care Service

- Effectively reduces emotional distress & suicidality (free and accessible to all, 24/7/365)
- Can also link to care & outreach services, follow-up

Crisis System: Alignment of services toward a common goal



Balfour ME, Hahn Stephenson A, Winsky J, & Goldman ML (2020). *Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies*. Alexandria, VA: National Association of State Mental Health Program Directors.

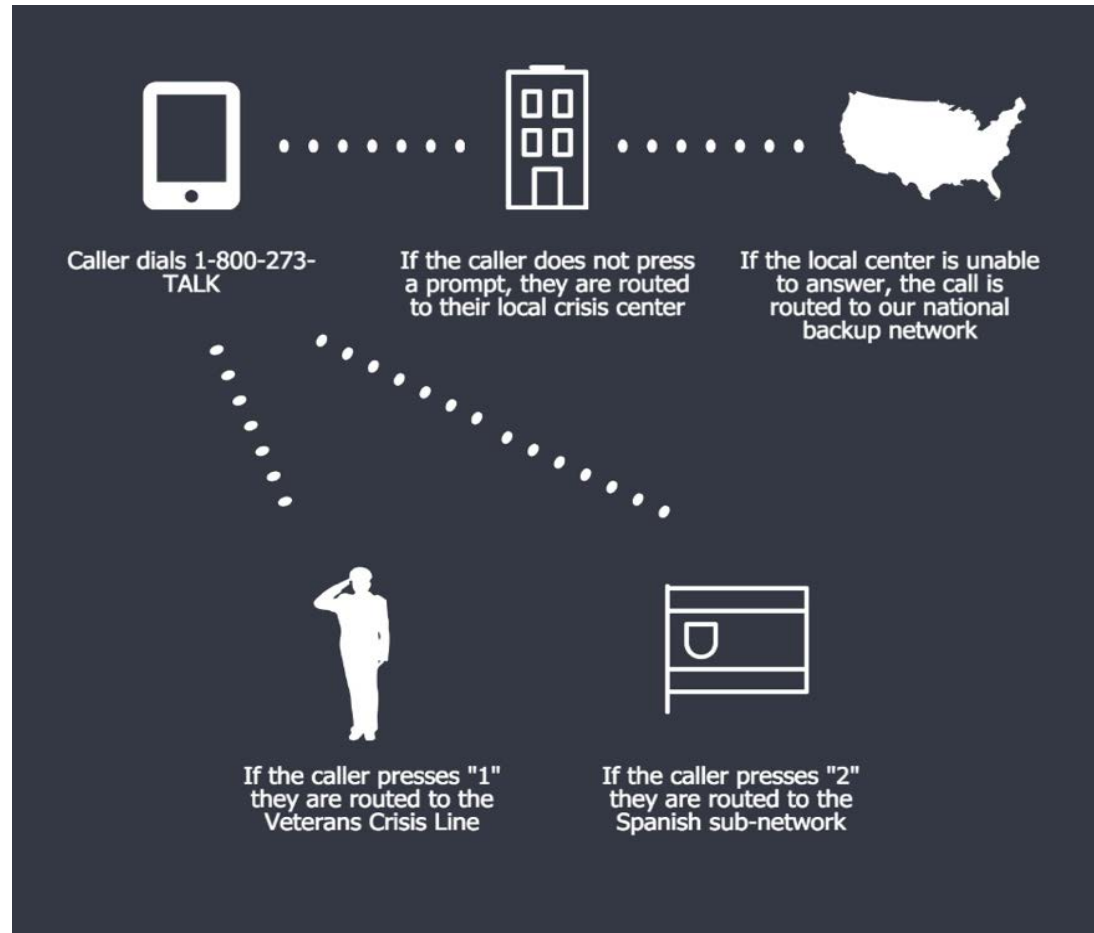
<https://www.nasmhpd.org/sites/default/files/2020paper11.pdf>

Lifeline Current State

The National Suicide Prevention Lifeline is a network of independently operated, independently funded local and state call centers. **The Lifeline is *not* one large national call center. It is a national portal for connecting to localized services.**

**2.4m calls
received
FY 2020**

**2020 Survey:
Only 30% Lifeline
centers received
public funds to
specifically
answer Lifeline
calls**



**190+ centers
including**

- **9 national backups**
- **30 Crisis Chat Centers**
- **5 SMS Centers**
- **3 Spanish centers**
- **1 VCL backup**

How Does 988 Build & Expand on the Lifeline?

- **Scale** of access and visibility: 3-digit number intended to penetrate public awareness
- **Scope** of service: suicide and mental health crises; emphasis on crisis care continuum
- **Equity of access:** essential that service is equally accessible to all persons in suicidal/mental health crisis (must reach and serve persons with functional, linguistic and access needs)
- **Access to omni-channel services:** expansion to assure accessibility to call, chat, text and follow-up capabilities
- **Access to specialized services:** to serve LGBTQ+ youth, AI/AN people, communities of color, rural individuals and other high-risk populations, such as older adults, youth, neurodiverse individuals, etc.
- **Stakeholder investment in service:** greater public funding (e.g., Federal and State) and public visibility will impact service expectations/standards for network performance

Lifeline Volume by Channel

Aug 2020 - Jul 2021

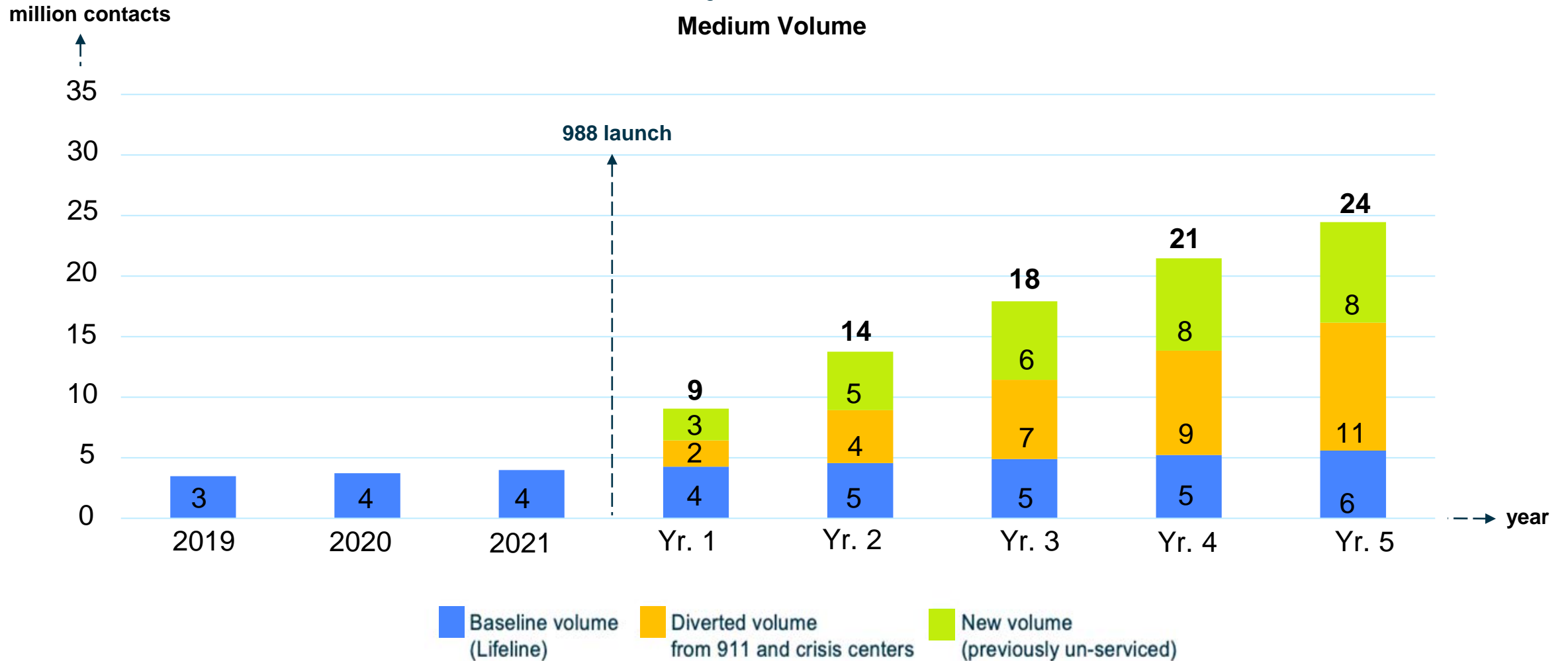


Note: Data excludes “Press 1” (Veterans Crisis Line) and “Press 2” (Spanish language) callers



988 DEMAND ESTIMATES, WITH FULL CAMPAIGN: FROM 9M CONTACTS IN YEAR 1 TO 24M CONTACTS IN YEAR 5

Moderate baseline growth, diversion, and new volume



988

Planning & Preparation

Vibrant 988 State Planning Grants (2021)



Increased state-level investments are promising but must significantly expand to reflect the full costs of 988

In Spring 2021 Vibrant Emotional Health, via its 988 State Planning Grants, released state/territory specific 988 volume and cost projections. Last month, workload calculators were also shared.

These documents are accessed via your agency's 988 State Planning Grant manager or emailing 988inquiries@vibrant.org.

Mississippi 988 State Volume and Workload Estimates

Introduction

In July 2022, 988 will become the national three-digit dialing code for the National Suicide Prevention Lifeline, linked to the current phone number of 1-800-283-TALK (8255). As the administrator of the Lifeline since its inception in 2005, Vibrant Emotional Health knows that a national three-digit phone number can improve access to vital crisis services, extend the national reach of suicide prevention efforts, and reduce the stigma surrounding mental health and getting help. Most importantly, 988 will help to save lives every day.

To support states as they develop appropriate infrastructure and operations for 988, Vibrant Emotional Health has compiled models to measure the **potential workload of contacts** via phone, SMS, and online chat to individual states for the first five years of 988's service, as well as **center-level cost estimates** from a national best practices perspective. Vibrant has also included the **user analysis** and **national demand model** that informed the development of the workload and center-level cost estimates.

The scenarios described in this document do not represent an exhaustive range of all potential future system designs. These materials do not contain (and should not be interpreted as) medical, legal, accounting, tax, or other regulated advice.

Regarding public messaging of 988: While a few carriers have been able to activate 988 at this time, the number will not be available across all carriers nationwide until July 2022. The Lifeline will continue to work with its network of over 180 centers and other stakeholders to prepare for the nationwide launch at that time.

Until July 2022, anyone in mental health crisis or emotional distress should continue to call the National Suicide Prevention Lifeline (1-800-273-8255).

If you have additional questions regarding this document, please reach out to 988inquiries@vibrant.org. For more information on Vibrant's position and recommendations regarding 988, please visit vibrant.org/988.

Mississippi 988 First Year Cost Model				
	Independent		Centralized	
Annual offered contacts		67,700		67,700
Number of centers		2		2
Annual handled contacts		50,000		50,000
Occupancy		45.1%		52.0%
Number of centers		2		2
Counselor FTEs		30.0		26.0
Supervisor FTEs		8.0		6.0
Quality Assurance FTEs		1.0		1.0
Program Manager FTEs		2.0		2.0
Workforce Manager FTEs		2.0		-
Resource Specialist FTEs		2.0		2.0
Staffing & Scheduling FTEs		2.0		-
Non-dedicated FTEs*		7.5		7.0
Total FTEs		54.5		44.0
Average annual salary per counselor FTE		\$ 42,100		\$ 42,100
	Volume	AHT (sec)	Cost per Contact	Cost per Contact
Estimated cost per contact	50,000	1193	\$ 83.04	\$ 66.94
Inbound calls	28,400	960	\$ 66.82	\$ 53.87
Outbound calls	1,400	600	\$ 41.76	\$ 33.67
Chat	19,100	1600	\$ 111.37	\$ 89.78
Text (dedicated labor time)	1,100	900	\$ 62.65	\$ 50.50
Total projected costs			\$ 4,151,879	\$ 3,346,814
Shared capital			\$ 103,517	\$ 102,475
Shared management			\$ 740,221	\$ 703,018
Shared expense			\$ 131,655	\$ 119,116
Dedicated capital			\$ 12,651	\$ 11,074
Dedicated expense			\$ 202,804	\$ 201,541
Dedicated personnel			\$ 2,961,031	\$ 2,209,590
Mississippi population: 2,976,149 0.90% of US population				
*Non-dedicated FTEs are apportioned at 50% of the following positions: Contact Center Director, Contact Center Manager, HR Manager, Accountant, Recruiter, Trainer, and IT Support				

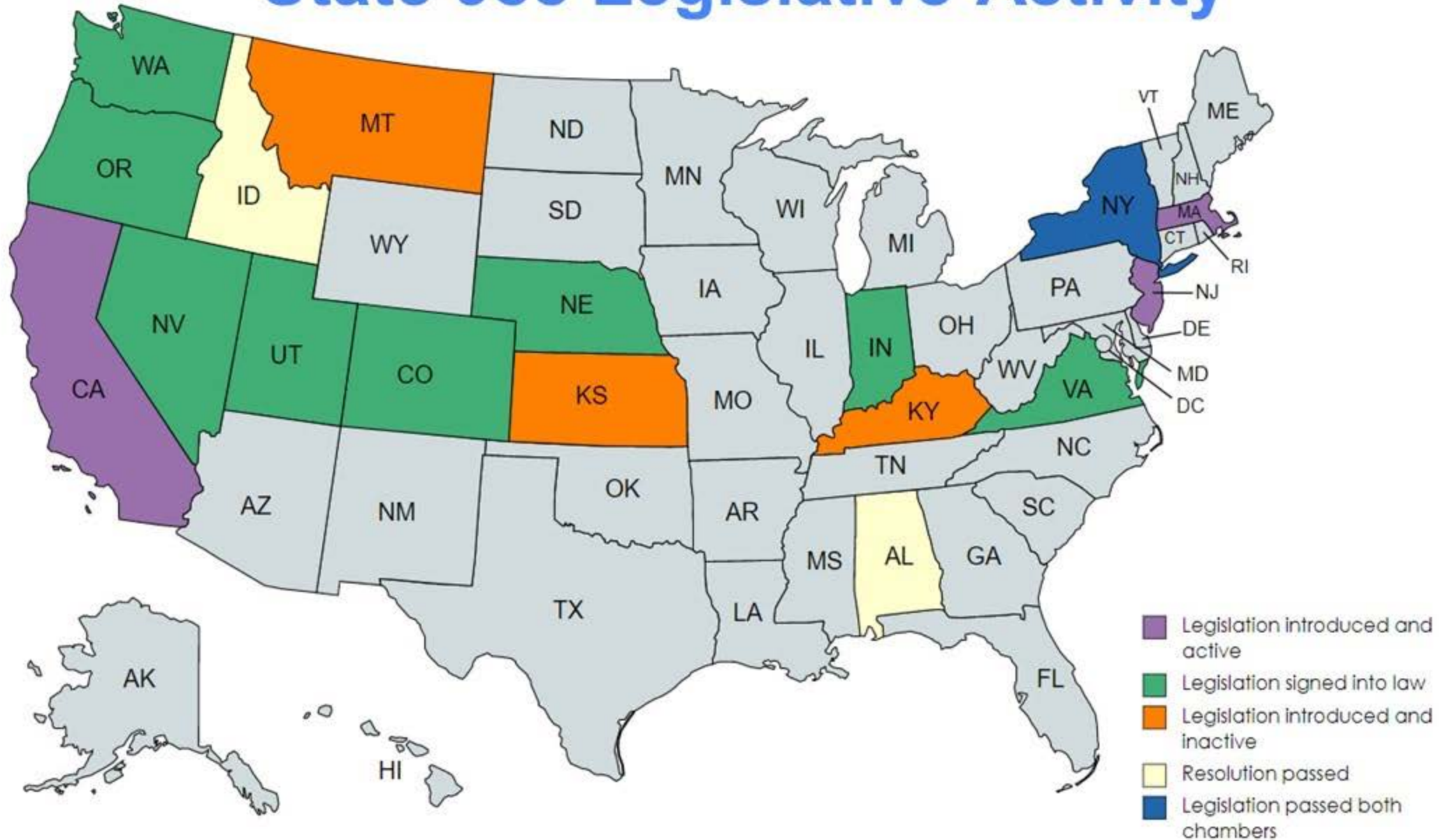
Many states are increasing their investment in Lifeline coverage and 988 planning

Examples of states / territories that have recently allocated or increased funding specifically for Lifeline centers/coverage through multi-year RFPs (awarded or in development), contracts that include Lifeline coverage, MHBG funds, and 988 legislation* (legislation w/ fees**, legislation w a fee level that has not yet been determined***, legislation where a fee feasibility is being studied****).

1. American Samoa
2. Colorado***
3. Guam
4. Kentucky
5. Pennsylvania
6. Hawaii
7. Illinois
8. Indiana*
9. Maine
10. Massachusetts
11. Michigan
12. Minnesota
13. Mississippi
14. Missouri
15. Montana
16. Nebraska****
17. New Hampshire
18. Nevada***
19. Oregon****
20. Puerto Rico
21. Rhode Island
22. Texas
23. Tennessee
24. Utah*
25. Vermont
26. Virginia**
27. Wisconsin
28. Washington**



State 988 Legislative Activity



Federal Funding

- **National Suicide Prevention Lifeline Funding**

- FY21 Enacted: \$24m
- President's FY22 Recommendation: \$102m
- House FY22 Appropriations: \$113.6m

- **Community Mental Health Block Grant**

- FY21 Enacted: \$757m
- FY21 5% Crisis Services Set-Aside
- President's FY22 Recommendation: \$1.58b
- House FY22 Appropriations: \$1.58b
- House FY22 Appropriations 10% Crisis Services Set-Aside

- **Certified Community Behavioral Health Clinics**

- FY21 Enacted: \$250m
- President's FY22 Recommendation: \$375m
- House FY22 Appropriations: \$375m

- **American Rescue Plan**

- Supplemental Funding to the Mental Health Block Grant: \$1.5b
- Community Behavioral Health Services: \$50m
- Certified Community Behavioral Health Clinics: \$420m
- Medicaid Federal Medical Assistance Percentage Increase

Next steps

How Vibrant will continue to support state efforts to resource centers

- Continue with NASMHPD to identify and share successful state funding approaches for 988/Lifeline centers (what's working and where?)
- Continue regular NASMHPD meetings with Commissioners to discuss 988 needs/challenges
- Regularly communicate with (and provide TA as needed) to state 988 coalitions
- Provide regular data reports to states on Lifeline contact volume/response by state
- Provide information/education about state needs/challenges to national and state advocacy organizations, SAMHSA and Congress, as needed
- Vibrant's National and State Policy Director will track and promote legislative efforts to enhance state and national resources for 988
- Vibrant will keep SAMHSA informed about state challenges and needs, as well as Congress

Thank You!

Vibrant Leadership with State Efforts

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