

# Nebraska 988

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## Disaster Behavioral Health Conference

### July 29, 2022

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On July 16, 2022  
1-800-273-TALK  
transitioned to  
988

Nebraska Needs YOU...

*Help, Hope and Healing*  
IN THE HEARTLAND

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# Laying the Groundwork for Change

## Background Drivers, Federal Perspective

Federal legislation mandating the rollout of the 9-8-8 mental health and suicide crisis number by July 2022.

- The National Suicide Hotline Improvement Act, (8/2018) directed the U.S. Federal Communications Commission (FCC) in conjunction with other agencies to study these issues.
- August 2019 FCC Commission report to Congress recommending 9-8-8.
- December 2019 FCC initiates rulemaking to designate 9-8-8.
- July 2020 FCC Finalizes Rule and Order designating 9-8-8 with a July 2022 deadline for telecom providers to make operational.



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# Saving Lives

TOO MANY PEOPLE  
ACROSS THE U.S.  
FACE SUICIDAL,  
MENTAL HEALTH  
AND/OR  
SUBSTANCE USE  
CRISIS ALONE

**Nationally In 2020**  
there was approximately  
one death by suicide  
every 11 minutes

**In 2020**  
for people aged 10–14 and  
25–34 years, suicide was the  
second leading cause of death

**From April 2020 to 2021**  
over 100,000 people died from  
drug overdoses

### In Nebraska:

- 2<sup>nd</sup> leading cause of death for ages 10-34
- 5<sup>th</sup> leading cause of death for ages 35-44
- 6<sup>th</sup> leading cause of death for ages 45-54
- 7<sup>th</sup> leading cause of death for ages 55-64
- 18<sup>th</sup> leading cause of death for ages 65+

Overall, 10<sup>th</sup> leading cause of death in Nebraska.

On average, one person died by suicide every 32 hours.

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# There is Hope

The Suicide Prevention Lifeline in Nebraska received:

- 935 calls in January 2022
- 910 calls in February 2022
- 982 calls in March 2022
- 1008 calls in April 2022
- 1068 calls in May 2022

**TOTAL: 4,903**



**Proven to work** – Lifeline studies have shown that after speaking with a trained crisis counselor, most callers are significantly more likely to feel

- less depressed
- less suicidal
- less overwhelmed
- more hopeful



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## On July 16, 2022, the soft launch of 988 took place with the transition from 1-800-273-TALK to 988



### Short-term goal

A strengthened and expanded Lifeline infrastructure to respond to crisis calls, texts, and chats anytime

### Long-term vision

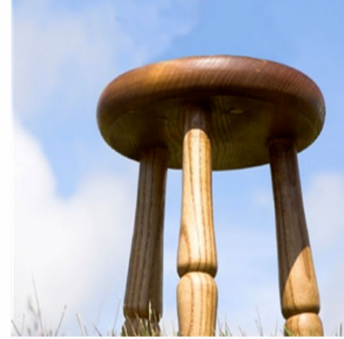
A system that provides more opportunities for crisis services



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## What Is Desired System Change for 988?

- Someone to call
- Someone to respond
- Somewhere to go/Community Support



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## Someone to Call

- 1-800-273-TALK moving to 988 on July 16, 2022
- Staffed 24/7
- Triage and de-escalation
- Provide referrals and resources
- Activate Mobile Crisis Response when appropriate



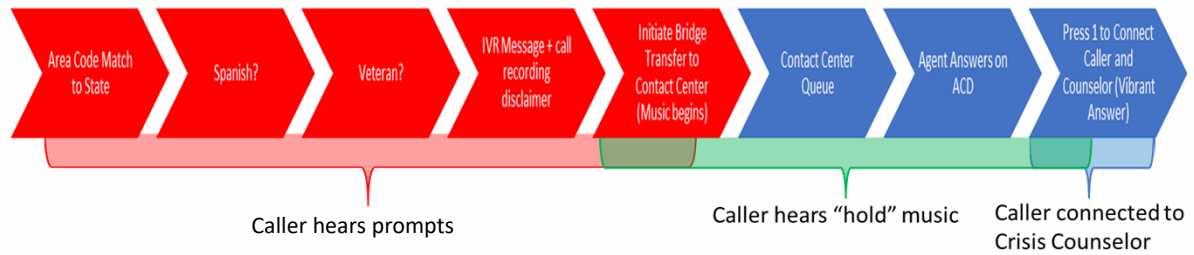
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## Vibrant Health's Technology and Process



### 988 is not exactly like 911

988 calls are routed first through Vibrant Health's system and not directly to a person

### People who call 988 are given three options:

- Press 1 to connect with the Veterans Crisis Line
- Press 2 to connect with the Spanish Subnetwork
- Remain on the line and be connected to a local crisis center; if local crisis center is unable to answer, the caller is routed to a national backup center

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## Someone to Respond

- Continue to Expand Youth and Adult Mobile Crisis Teams
- Meet the consumer where they are at
- Co-Responder Models (Licensed individuals who respond with Law Enforcement)
- Person with Lived Experience on the team
- Standardized training and expectations
- Post crisis follow-up
- Referrals for Services



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## Vision of Somewhere to Go/Community Supports

- Continue to develop Crisis Receiving and Stabilization Services across the state
- Bed Registry/Availability for Referrals
- Same day or next day assessment, outpatient, medication management
- Mental Health and Substance Use crisis respite for youth and adults
- Peer Run Hospital Diversion/Peer Run Crisis Respite



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## 988 During a Disaster

- Crisis Counselors receive training and resource guidance in responding to the event.
- All training and guidance provided is more related to the details of the event.
- Obtain and provide available specific resources available related to the event.
- Adding the Resource Coordinator under 988 NE only increases our ability to prepare for and respond to unforeseen disasters.

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## We Need You

Visit our DHHS 988 Webpage located at: <https://dhhs.ne.gov/Pages/988.aspx> where you will locate a Marketing Toolkit containing numerous marketing materials for you to print and share!

Items in the Toolkit include:

- PSAs in English and Spanish
- 988 FAQ Sheet in English and Spanish
- Message for Messengers slide deck
- Flyers
- Posters



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**NATIONAL**  
**SUICIDE**  
**PREVENTION**  
**LIFELINE**  
 1-800-273-TALK (8255)  
[suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)

# Thank you!

July 16, 2022



**NEBRASKA**  
**NEEDS YOU**

**988**  
**SUICIDE**  
**& CRISIS**  
**LIFELINE**

Learn more about Nebraska's 988 efforts here:

<https://dhhs.ne.gov/Pages/988.aspx>

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